

576.



*Comments from Mike***SUBSCRIBER SATISFACTION SURVEY****COMMENTS ON QUESTIONNAIRE**

NB - Please refer to respondents as 'subscribers' rather than 'clients' or 'customers'.

SERVICE HISTORY

This section is not necessary (with the exception of subscriber's name title and address). ✓

ACCOUNT MANAGEMENT

Question 2 is not required. ✓

TECHNICAL SUPPORT SERVICE

Questions required on test booking procedure: ✓

Are test bookings handled to your satisfaction? ✓

Are you generally able to book the dates you require? ✓

Change 'Understanding of your business requirements?' to '.....goals and objectives?' ✓

Add in 'Pre-test meetings' ✓

Change 'Test Failure Handling' to 'Test Problem Management'. ✓

Add 'Availability of technicians'. ✓

Question 6 is too negative. How about 'What is the most challenging element of your test programme?' ✓

Question 7 change to '.....areas of technical support where you.....'. ✓

Subscribers do not always complete test reports after they have tested. I'd like to understand why. ✓

ON SITE SUBSCRIBER SERVICE

Numbering system out of synch.

Question regarding 'corporate hospitality' presumably refers to general hospitality? Needs changing. ✓



*Speed of Reaction to
Requests***SUBSCRIBER COMMUNICATIONS**

I would like to know how subscribers feel about telephony.

Telephone manner, speed of response, getting put through to right person, are they happy about the use of voicemail, any problems?

Internet question makes no sense. I need to know if they use widely, do they want to communicate with us via the internet, if not now when?

COMPETITION

Question 9 change to 'Which other business continuity suppliers do you currently use?' ✓

→ Now 10

I don't want to name other suppliers. I would like to know which other suppliers they are aware of and who they think could offer them the services CAP-RS offers them.

→ Now 9

I don't like question 10.b

OVERALL SATISFACTION

Add a question about what other services we should offer.

I'd also like to know the importance of financial strength, the location of our centres and whether having mainland European centres is important to subscribers.

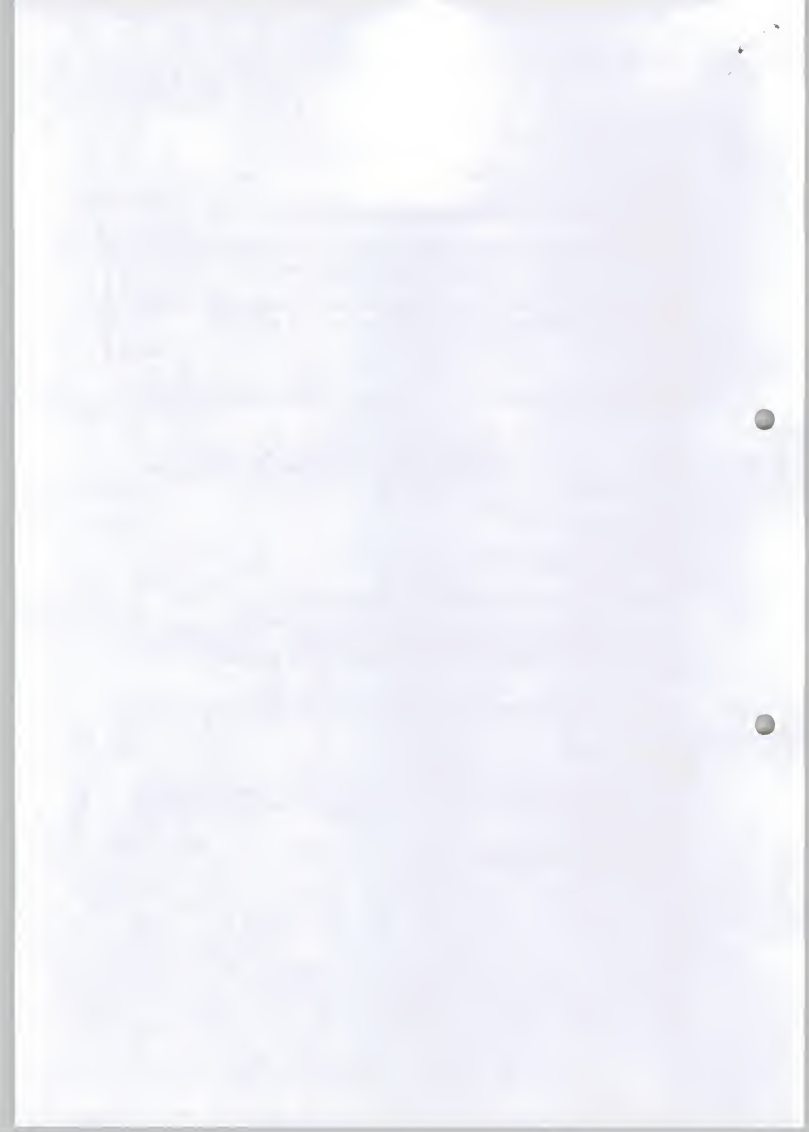
*in question 12
and*

Should we use the questionnaire to offer details of other services to them?

Final Comments

Find the reiteration of the question 'Would you please rate the importance of.....' together with the repetition of the gradings irksome. Could we do something about it?

Is the whole thing too long?



Business Continuity Services User Questionnaire, UK

Definitions

Business continuity services (BCS) can be described as services that are designed to protect business critical activities underpinned by IT from disaster either by providing the necessary facilities to continue those activities in the event of a disaster or by preventing disasters from disrupting business critical activities in the first place. BCS can be split into two types: disaster recovery (DR) services and proactive business continuity services.

DR services include a number of services elements that keep a business running in the event of a major incident which temporarily puts its operations completely out of action. Service types include backup services, restart services and the provision of standby sites.

Proactive business continuity services are those which seek to prevent disasters from taking place or enable users to deal with the consequences more effectively. Typical service types include remote management services and contingency planning.

A cold standby site is an alternative site, minus computer hardware or office facilities, available for long term use.

A warm standby site is an alternative recovery centre already equipped and ready to begin the process of resuming critical operations following a disaster.

A hot standby site cuts recovery time to an absolute minimum by already having current data available, instead of having to restore from backup media. The ultimate manifestation would be a complete dedicated standby system.

Respondent Details

Company Name _____

Respondent Name _____

Job Title _____

Total Annual Turnover _____

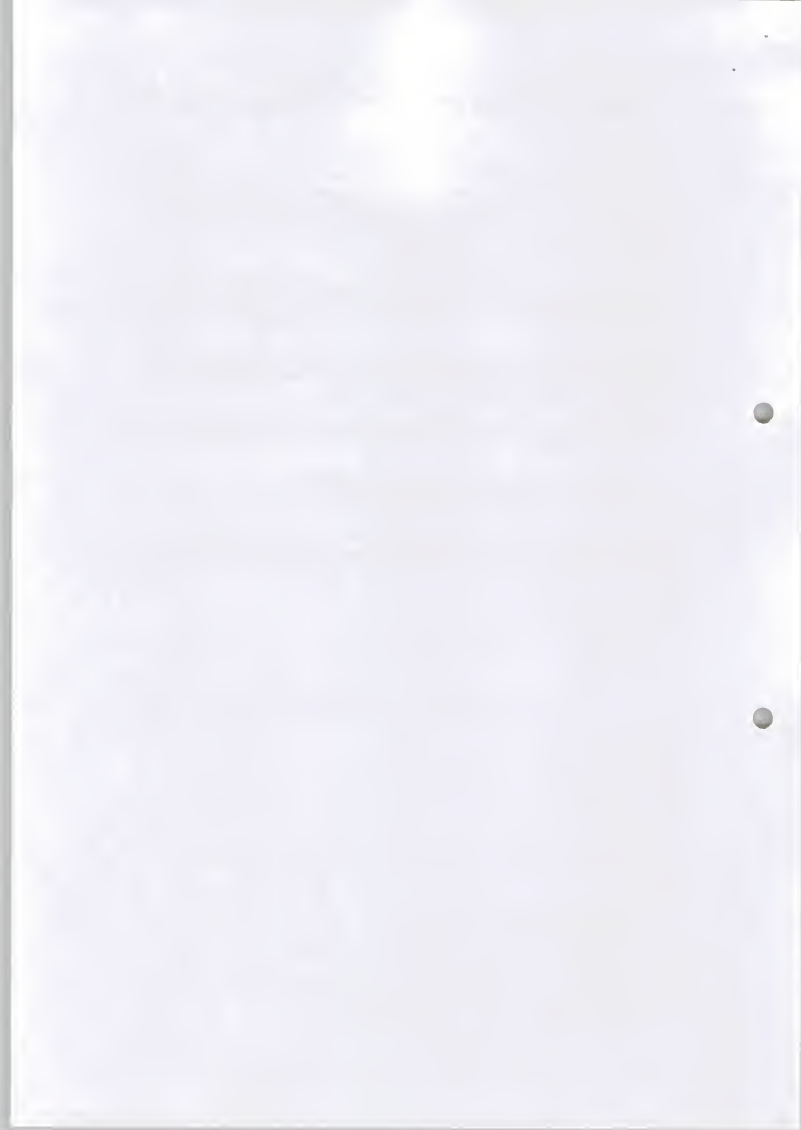
Total Number of Staff _____

Total IT Budget _____

Total Number of IT Staff _____

Industry

Banking and Finance	_____
Insurance	_____
Government	_____
Distribution	_____
Utilities	_____
Manufacturing	_____



Other (please specify) _____

Screening Question

1. Please indicate if you currently use any of the following business continuity provisions

Disaster Recovery Services _____

Proactive Business Continuity Services _____

(e.g. remote management services) _____

If none of the above, please terminate the interview or switch to non user questionnaire.

2. When did your current business continuity contract begin? _____

3. Why did you purchase a business continuity contract?

4. From which vendor(s) did you purchase your contract?

- 5a. Please estimate how much you have spent on Business Continuity contracts from external vendors over the past year.

- 5b. Please estimate the proportion of this sum that can be attributed to each equipment type platform where applicable

% of Spend

Mainframes/datacentres _____

Unix Servers _____

NT Servers _____

Proprietary midrange (e.g. AS/400s) _____

PC/LANs _____

WANs _____

Telephony Equipment _____

Printers _____

Other, please specify _____

6. Please indicate the importance of the following reasons for purchasing business continuity contracts now. Additionally, please indicate how important you believe these reasons will be in 2 years' time (1=very low importance, 5=very high importance).



	Now (1-5)	In 2 Years
Insurance requirement/Insurance Cost Saving	_____	_____
Credibility with shareholders/customers	_____	_____
Fire/Flood Risk	_____	_____
Threat of Terrorism	_____	_____
Year 2000 Issues	_____	_____
Risk of Power Cuts/Surges	_____	_____
Failure of internal backups	_____	_____
Risk of Theft	_____	_____
Risk of software or hardware failure	_____	_____
Internet security	_____	_____
Virus attack	_____	_____
Data security	_____	_____
Increased use of networks	_____	_____
Other(s) (please specify)	_____	_____

7. Within your organisation, which processes/applications are mission critical and need to be underpinned with external business continuity services?

8. Please indicate the influence that each of the following had on your decision to purchase a business continuity contract(s) (1=low, 5=high).

	Influence (1-5)
Managing Director	_____
Finance Director	_____
IT Director	_____
IT Manager	_____
Business Users	_____
Internal Auditors	_____
External Auditors	_____
Regulatory Body	_____
Other (please specify)	_____

9. Please indicate whether or not you are aware of the following vendors as business continuity vendors. If you are aware of its business continuity activities, please indicate your impression of its business continuity capabilities (1=low capability, 5=high capability). *Please rotate.*

Aware (Y/N)	Capability (1-5)
-------------	------------------



Adam Associates	_____	_____
Amdahl	_____	_____
Bull	_____	_____
Catalyst 400	_____	_____
Cap Gemini	_____	_____
SGRS	_____	_____
Comdisco	_____	_____
Data General	_____	_____
Digital	_____	_____
Granada	_____	_____
Guardian	_____	_____
H-P	_____	_____
IBM	_____	_____
ICL Sorbus	_____	_____
NDR	_____	_____
Olivetti (Olsy)	_____	_____
Safetynet	_____	_____
SHL	_____	_____
Unisys	_____	_____

10. Please indicate the 3 most important attributes that you seek from a business continuity vendor?

11. Which of the following do you consider to be important selection criteria when choosing a potential Business Continuity Services Vendor? Please indicate level of importance (1=not at all important, 5=very important).

Adherence to a published code of conduct	_____
Adherence to BS7799, the Information Security Management Standard	_____
Membership of BCI/ Survive/CSSA	_____
General support capability	_____
Multiplatform capability	_____
Network expertise	_____
Financial stability	_____
Customer references	_____
Being an independent business continuity services vendor (e.g. Comdisco, SGRS, Safetynet)	_____



- Being a large systems vendor (e.g. H-P, IBM, DEC) _____
- Total business continuity services provision _____
- Platform specific provision _____
- Providing BCS as a part of a managed services
or outsourcing contract _____
- Cost of service _____
- Ability to offer 'best of breed service' _____
- Ability to tailor offering to specific requirements _____

12. Please indicate your level of satisfaction with your business continuity services vendor(s) (1=very low 5=very high)

Name of Vendor	Satisfaction (1-5)

13. What do you believe are the 3 major benefits of business continuity services and to what extent have each of these been achieved (1=very low, 5=very high)?

Benefit	Achieved (1-5)

- 14a. What is the maximum downtime that you can accept?

- 0-6 hours _____
- 7-12 hours _____
- 13-24 hours _____
- 25-48 hours _____
- 49-72 hours _____
- More than 72 hours _____

- 14b. In the next two years, do you believe that this will:

- Increase _____
- Decrease _____
- Stay the same _____

15. With which elements of your business continuity services are you particularly satisfied and why?



-
16. With which elements of your business continuity services are you dissatisfied and why?
-
-

17. How satisfied are you with each of the following business continuity service features (where 1=very low, 5=very high)?

Access to standby site(s)	_____
Response times	_____
Proactivity	_____
Ability of standby site(s) to enable business continuity	_____
Remote management	_____
Multiplatform capability	_____
Network expertise	_____
Cost of service	_____
Flexibility	_____
Support	_____

- 18a. Are there any business continuity service activities that are unmet by the services organisation assisting you?

Yes

No

- 18b. If yes, what are these?

- 18c. In what way(s) do you think that your business continuity services could be improved?

19. How do you expect your business continuity requirements to change over the next two years?



Disaster Recovery Services

20a. Does your organisation currently have disaster recovery provisions?

Yes

No

20b If no, go to Q26a

21. How satisfied are you with the DR service for each type of equipment that is covered (1=very low, 5=very high)? Additionally, please indicate whether you think that the importance of DR contracts will increase, decrease or stay the same over the next two years for each equipment type?

	Satisfaction (1-5)	Future Importance
Mainframes/datacentres	_____	_____
Unix Servers	_____	_____
NT Servers	_____	_____
Proprietary midrange (e.g. AS/400s)	_____	_____
PC/LANs	_____	_____
WANs	_____	_____
Telephony Equipment	_____	_____
Printers	_____	_____
Other, please specify	_____	_____

22a How satisfied are you with your alternative workspace (1=low, 5=high)

22b Additionally, please indicate any way(s) in which this workspace could be improved

23. Please indicate the extent to which you use the following recovery methods now and your level of satisfaction with each method where applicable (1=very low, 5=very high)? Additionally, please indicate whether your usage of each method will increase, decrease or stay the same over the next 2 years.

	Now	Satisfaction	2 Years
Vaulting	_____	_____	_____
Mirroring	_____	_____	_____
Shadowing	_____	_____	_____



Standby Systems

24. Please indicate the types of disaster recovery service you currently have, your satisfaction with them, and if you believe that usage of these services will increase, decrease or stay the same over the next two years. Additionally, please estimate the proportion of your DR spend that can be attributed to each DR service type.

Disaster Recovery Service Types	Have?	Satisfaction (1-5)	Increase, Decrease or the Same in 2 yrs	% of DR Spend
Hot Standby/high availability				
Warm Standby				
Cold Standby				
On-Site Backup Service/Mobile Units				

25. If applicable, please indicate your

Hot standby response times

Warm standby response times

Cold standby response times

26. Please estimate the annual cost of your disaster recovery contract(s).

Proactive Business Continuity Services

Proactive business continuity services are those which seek to prevent disasters from taking place or enable users to deal with the consequences more effectively. Typical service types include remote management services and contingency planning.

- 27a. Does your organisation currently receive proactive business continuity services from an external vendor?

Yes

No

- 27b If no, why not?



If no, please terminate the interview and thank the respondent.

28. How satisfied are you with the proactive service for each platform that is covered (1=very low, 5=very high)? Additionally, please indicate whether you think that the importance of proactive services will increase, decrease or stay the same over the next two years for each platform?

	Satisfaction (1-5)	Importance in 2 years
Mainframes/datacentres	_____	_____
Unix Servers	_____	_____
NT Servers	_____	_____
Proprietary midrange (e.g.AS/400s)	_____	_____
PC/LANs	_____	_____
WANs	_____	_____
Telephony Equipment	_____	_____
Printers	_____	_____
Other, please specify	_____	_____

29. Please indicate the types of proactive services you currently have, your satisfaction with them, and if you believe that usage of these services will increase, decrease or stay the same over the next two years. Additionally, please estimate the proportion of your spend on proactive business continuity services that can be attributed to each proactive service type.

Proactive Service Types	Have?	Satisfaction (1-5)	Increase, Decrease or the Same in 2 yrs	% of Proactive Services Spend
Remote Management				
Virus Protection/Data Security				
Contingency Planning & Risk Analysis				
Other (specify)				

30. Please estimate the annual cost of your proactive business continuity services contract.

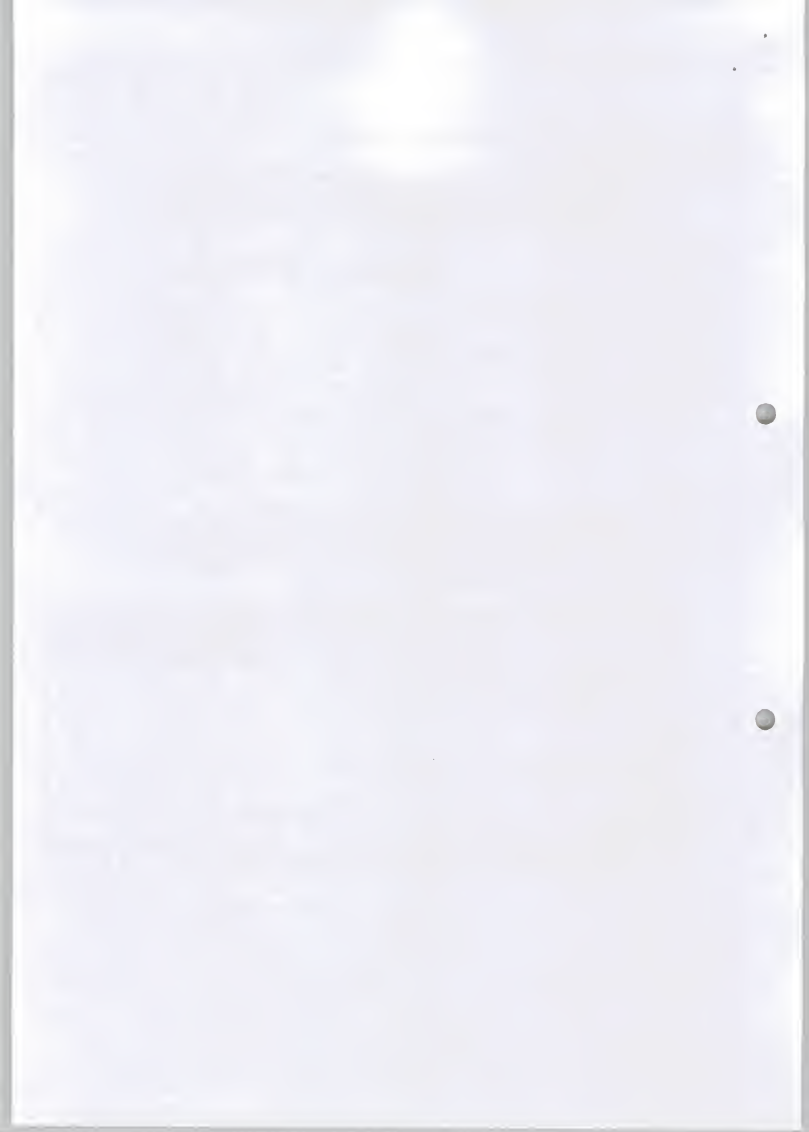


Exhibit B

Proposed Project Report Contents

- Chapter I Introduction**
- A. Objectives
 - B. Project Scope and Definitions
 - C. Research Methodology
 - D. Report Structure
 - E. Related Reports and Research Bulletins
- Chapter II Executive Summary**
- Chapter III Firewall Product Use**
- A. Reasons and Criteria for Firewall Use
 - B. Usage by Application
 - C. Usage by Organisational Function
 - D. Internal and External Firewall Use
 - E. Extended Firewall Use
 - F. Future Firewalls Requirements and Usage
 - G. Impact of Internet, Intranet, and Extranet on Firewall Use
 - H. Non-Firewall Alternatives
 - I. Vendor and Product Selection Criteria
- Chapter IV Firewall Services Use**
- A. Reasons and Criteria for Firewall Services Use
 - B. Services Usage by Application
 - C. Services Usage by Organisational Function
 - D. Extended Firewall Services
 - Security Planning and Policy
 - Integration With Other Security Practices
 - Post-Event Services
 - E. Internal and External Skills, Requirements and Sources
 - Planning
 - Implementation



- Operation

F. Future Firewall Services Requirements and Usage

G. Vendor and Service Selection Criteria

Chapter V User Satisfaction

A. Importance of Firewall Product Characteristics

B. Firewall Product Satisfaction

C. Importance of Firewall Services Characteristics

D. Firewall Services Satisfaction

Chapter VI Organisational Issues

A. Policy and Decision Making

B. Budgeting and Expenditure

- Hardware
- Software
- Planning
- Implementation
- Operation

C. Internal and External Firewall Use

Chapter VII Recommendations

Chapter VIII Market Forecasts

Appendices Research Questionnaires and Other Background Information



Final -

CAP-RS SUBSCRIBER SATISFACTION: QUESTIONNAIRE

Verticals?

Service History

Company Name: _____

Contact Name: _____

Contact Position: _____

Subscriber Address & Contact Number: -

Tel. _____

Account Management Service Quality

1. Firstly, with regard to the account management you receive from CAP RS, could you state how satisfied you are with the service you receive in each of these areas? Please rate on a scale of 1-5 where 1 = not at all important/dissatisfied and 5 = very important/very satisfied.

Attribute	Importance (1-5)	Satisfaction (1-5)
Availability of Account Managers		
Frequency of Contact with Account Manager		
Professionalism of Account Managers		
Sense of responsibility for your goals		
Flexible and innovative approach to your business requirement		
Willingness to compromise when conflicts arise		
Willingness to take ownership of problems		
Continuity of personnel		
Level of bureaucracy		
Co-operation with other vendors		

1st Graphs

2. Which aspects of the account management service, if any, are you particularly pleased with?

Text
①



3. Which aspects, if any, cause you concern?

①

Technical Support Service

4. Would you please rate the importance of, and your level of satisfaction with, each of the following service features relating to technical support?

(1 = not at all important/dissatisfied and 5 = very important/very satisfied)

Feature	Importance (1-5)	Satisfaction (1-5)
Overall Technical Service		
Handling of test bookings		
Availability of required test dates		
Pre-test Meetings		
Understanding of your goals and objectives		
Testing Procedures		
Testing Frequency		
Test Review Meetings		
Availability of Technicians		
Test Problem Management		

②

5. What is the most challenging element of your test programme?

③

6. Are there any areas of technical support where you feel improvements can be made?

④

7. CAP - RS rely upon the return of the test response forms to internally monitor their services. However these test responses are not always returned. Why do you think this is?

⑤

On Site Subscriber Service

8. Would you please rate the importance of, and your level of satisfaction with, each of the following areas relating to CAP-RS on-site services?

(1 = not at all important/dissatisfied and 5 = very important/very satisfied.)

Service Characteristic	Importance (1-5)	Satisfaction (1-5)
------------------------	---------------------	-----------------------

⑥



The standard of hospitality		
Location of service centres		
Availability of mainland European service centres		
Acceptability of accommodation arrangements		
Comfort levels of facilities offered to subscribers		
Achievement of agreed support service levels		

3

9. Are there any areas where improvements may be effected?

4

Subscriber Communications

10. Satisfaction / Importance of Subscriber Communications

Service Characteristic	Importance (1-5)	Satisfaction (1-5)
Quarterly Newsletter		
User Group Conference		
Internet Communication		

4

Regarding telephony:-

Speed of Response		
Operator Manner		
Availability of voicemail		

Regarding Internet Communications:-

11. Are you currently connected to the Internet? (Yes / No)

If YES _____% have access

1

12. When do you believe Internet communication will be a viable communication standard between yourselves and CAP - RS? _____

Other



Competition

13. Which other business continuity suppliers are you aware of? Which of these could offer the same/lower/greater levels of service than CAP-RS?

Company	Service S / L / G
a)	
b)	
c)	
d)	
e)	
f)	

Other

14. Which other services are not supplied by CAP-RS, but supplied by competitors?

Data

15. Which other services would CAP-RS be advised to supply?

Data

16. Which other business continuity suppliers do you currently use?

Company
a)
b)
c)

Other



Concluding Section

Overall Satisfaction

16. Please rate your overall level of satisfaction with CAP-RS on the following criteria
(Scale of 1-5 where 1 = dissatisfied and 5 = very satisfied)

Overall	___
Service provision	___
Flexibility of approach	___
Vendor service culture	___
Vendors financial strength	___
Commercial terms and conditions	___
Strength of partnership	___
Business contribution	___
Cost-effectiveness	___

Other.

17. Which areas do you feel greatest improvements may be made?

Don't

18. How likely are you to renew your CAP-RS contract at the end of your current term? (On a scale of 1-5 where 1 = very unlikely and 5 = very likely) _____

-o0o-

Other.

Thank you very much for your assistance.



Page 4 → Submitted
5/6/97

CAP-RS SUBSCRIBER SATISFACTION: QUESTIONNAIRE

Service History

Company Name: _____

Contact Name: _____

Contact Position: _____

Subscriber Address & Contact Number: -

Tel. _____

Account Management Service Quality

1. Firstly, with regard to the account management you receive from CAP RS, could you state how satisfied you are with the service you receive in each of these areas? Please rate on a scale of 1-5 where 1 = not at all important/dissatisfied and 5 = very important/very satisfied.

Attribute	Importance (1-5)	Satisfaction (1-5)
Availability of Account Managers		
Frequency of Contact with Account Manager		
Professionalism of Account Managers		
Sense of responsibility for your goals		
Flexible and innovative approach to your business requirement		
Willingness to compromise when conflicts arise		
Willingness to take ownership of problems		
Continuity of personnel		
Level of bureaucracy		
Co-operation with other vendors		

2. Which aspects of the account management service, if any, are you particularly pleased with?



3. Which aspects, if any, cause you concern?

Technical Support Service

4. Would you please rate the importance of, and your level of satisfaction with, each of the following service features relating to technical support?

(1 = not at all important/dissatisfied and 5 = very important/very satisfied)

Feature	Importance (1-5)	Satisfaction (1-5)
Overall Technical Service	2	1
Handling of test bookings		
Availability of required test dates		
Pre-test Meetings		
Understanding of your goals and objectives		
Testing Procedures		
Testing Frequency		
Test Review Meetings		
Availability of Technicians		
Test Problem Management		

5. What is the most challenging element of your test programme?

6. Are there any areas of technical support where you feel improvements can be made?

7. CAP - RS rely upon the return of the test response forms to internally monitor their services. However these test responses are not always returned. Why do you think this is?

On Site Subscriber Service

8. Would you please rate the importance of, and your level of satisfaction with, each of the following areas relating to CAP-RS on-site services?

(1 = not at all important/dissatisfied and 5 = very important/very satisfied.)

Service Characteristic	Importance (1-5)	Satisfaction (1-5)
------------------------	---------------------	-----------------------



The standard of hospitality		
Location of service centres		
Availability of mainland European service centres		
Acceptability of accommodation arrangements		
Comfort levels of facilities offered to subscribers		
Achievement of agreed support service levels		

9. Are there any areas where improvements may be effected?

Subscriber Communications

10. Satisfaction / Importance of Subscriber Communications

Service Characteristic	Importance (1-5)	Satisfaction (1-5)
Quarterly Newsletter		
User Group Conference		
Internet Communication		

Regarding telephony:-

Speed of Response		
Operator Manner		
Availability of voicemail		

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11. Are you currently connected to the Internet? (Yes / No)

If YES _____% have access

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Competition

13. Which other business continuity suppliers are you aware of? Which of these could offer the same/lower/greater levels of service than CAP-RS?

Company	Service S / L / G
a)	
b)	
c)	
d)	
e)	
f)	

14. Which other services are not supplied by CAP-RS, but supplied by competitors?

15. Which other services would CAP-RS be advised to supply?

16. Which other business continuity suppliers do you currently use?

Company
a)
b)
c)



Concluding Section

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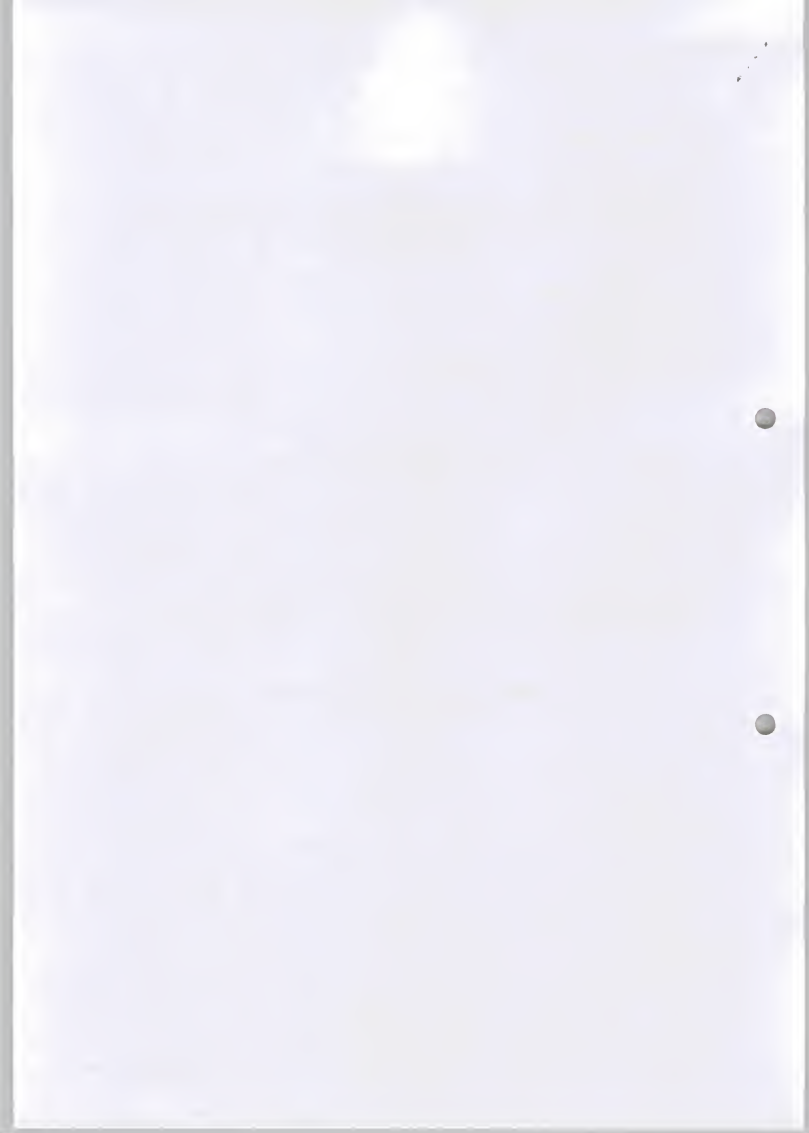
Overall	___
Service provision	___
Flexibility of approach	___
Vendor service culture	___
Vendors financial strength	___
Commercial terms and conditions	___
Strength of partnership	___
Business contribution	___
Cost-effectiveness	___

17. Which areas do you feel greatest improvements may be made?

18. How likely are you to renew your CAP-RS contract at the end of your current term? (On a scale of 1-5 where 1 = very unlikely and 5 = very likely) _____

-o0o-

Thank you very much for your assistance.



CAP-RS SUBSCRIBER SATISFACTION: QUESTIONNAIRE

Service History

Company Name: _____
 Subscriber Name: _____
 Subscriber Position: _____
 Subscriber Address & Contact Number: - _____

 Tel. _____

Account Management Service Quality

1. Firstly, with regard to the account management you receive from CAP RS, could you state how satisfied you are with the service you receive in each of these areas? Please rate on a scale of 1-5 where 1 = not at all important/dissatisfied and 5 = very important/very satisfied.

Attribute	Importance (1-5)	Satisfaction (1-5)
Availability of Account Managers		
Frequency of Contact with Account Manager		
Professionalism of Account Managers		
Sense of responsibility for your goals		
Flexible and innovative approach to your business requirement		
Willingness to compromise when conflicts arise		
Willingness to take ownership of problems		
Continuity of personnel		
Level of bureaucracy		
Co-operation with other vendors		

2. Which aspects of the account management service, if any, are you particularly pleased with?



3. Which aspects, if any, cause you concern?

Technical Support Service

4. Would you please rate the importance of, and your level of satisfaction with, each of the following service features relating to technical support?

(1 = not at all important/dissatisfied and 5 = very important/very satisfied)

Feature	Importance (1-5)	Satisfaction (1-5)
Overall Technical Service		
Handling of test bookings		
Availability of required test dates		
Pre-test Meetings		
Understanding of your goals and objectives		
Testing Procedures		
Testing Frequency		
Test Review Meetings		
Availability of Technicians		
Test Problem Management		

5. What is the most challenging element of your test programme?

6. Are there any areas of the technical support where you feel improvements can be made?

7. WHY DIDN'T YOU FILL IN A RESPONSE FORM?

On Site Subscriber Service

8. Would you please rate the importance of, and your level of satisfaction with, each of the following areas relating to CAP-RS on-site services?

(1 = not at all important/dissatisfied and 5 = very important/very satisfied.)

Service Characteristic	Importance (1-5)	Satisfaction (1-5)
The standard of hospitality		
Location of service centres		



Availability of mainland European service centres		
Acceptability of accommodation arrangements		
Comfort levels of facilities offered to subscribers		
Achievement of agreed support service levels		

9. Are there any areas where improvements may be effected?

Subscriber Communications

10. Satisfaction / Importance of Subscriber Communications

Service Characteristic	Importance (1-5)	Satisfaction (1-5)
Quarterly Newsletter		
User Group Conference		
Internet Communication		

Regarding telephony:-

Speed of Response		
Operator Manner		
Availability of voicemail		

Regarding Internet Communications:-

11. Are you currently connected to the Internet? (Yes / No)

If YES _____% have access

12. When do you believe Internet communication will be a viable communication standard between yourselves and CAP - RS? _____



Competition

13. Which other business continuity suppliers are you aware of? Which of these could offer the same service as CAP-RS?

Company	Equal Service
a)	
b)	
c)	
d)	
e)	
f)	

14. Which other business continuity suppliers do you currently use?

Company
a)
b)
c)

15. Which other services would CAP-RS be advised to offer?



Concluding Section

Overall Satisfaction

16. Please rate your overall level of satisfaction with CAP-RS on the following criteria
(Scale of 1-5 where 1 = dissatisfied and 5 = very satisfied)

Overall	_____
Service provision	_____
Flexibility of approach	_____
Vendor service culture	_____
Vendors financial strength	_____
Commercial terms and conditions	_____
Strength of partnership	_____
Business contribution	_____
Cost-effectiveness	_____

17. Which areas do you feel greatest improvements may be made?

18. How likely are you to renew your CAP-RS contract at the end of your current term? (On a scale of 1-5 where 1 = very unlikely and 5 = very likely) _____

-o0o-

Thank you very much for your assistance.



CAP-RS SUBSCRIBER SATISFACTION: QUESTIONNAIRE

Service History

1. Company Name: _____
 2. Subscriber Name: _____
 3. Subscriber Position: _____
 4. Subscriber Address & Contact Number

- Tel. _____

Account Management Service Quality

1. Firstly, with regard to the account management you receive from CAP RS, could you state how satisfied you are with the service you receive in each of these areas? Please rate on a scale of 1-5 where 1 = not at all important/dissatisfied and 5 = very important/very satisfied.

Attribute	Importance (1-5)	Satisfaction (1-5)
Availability of Account Managers		
Frequency of Contact with Account Manager		
Professionalism of Account Managers		
Understanding of your business requirements		
Sense of responsibility for your goals		
Commitment to achieving agreed requirements		
Flexible and innovative approach to your business requirement		
Responsiveness to changing business needs		
Willingness to compromise when conflicts arise		
Financial Strength of Supplier		
Willingness to take ownership of problems		
Responsiveness to day-to-day issues		
Continuity of personnel		
Openness of communication		
Effective and appropriate communications channels		
Level of bureaucracy		
Speed of reaction to requests		
Co-operation with other vendors		
Calibre of personnel		



3. Which aspects of the account management service, if any, are you particularly pleased with?

4. Which aspects, if any, cause you concern?

Technical Support Service

5. Would you please rate the importance of, and your level of satisfaction with, each of the following service features relating to technical support? Please rate on a scale of 1-5 where 1 = not at all important/dissatisfied and 5 = very important/very satisfied.

Feature	Importance (1-5)	Satisfaction (1-5)
Overall Technical Service		
Handling of test bookings		
Availability of required test dates		
Understanding of your goals and objectives		
Pre-test Meetings		
Testing Procedures		
Testing Frequency		
Test Review Meetings		
Availability of Technicians		
Test Problem Handling		

6. What is the most challenging element of your test programme?

7. Are there any areas of the technical support where you feel improvements can be made?

8. Why didn't you fill in a test report?



On Site Subscriber Service

8. Would you please rate the importance of, and your level of satisfaction with, each of the following areas relating to CAP-RS on-site services? Please rate on a scale of 1-5 where 1 = not at all important/dissatisfied and 5 = very important/very satisfied.

Service Characteristic	Importance (1-5)	Satisfaction (1-5)
The standard of hospitality		
Acceptability of accommodation arrangements		
Comfort levels of facilities offered to subscribers		
Achievement of agreed support service levels		

Are there any areas where improvements may be effected?

Subscriber Communications

7. Are you currently connected to the Internet? (Yes / No)

If yes - _____ % have access.

If no - considering a connection in the the next 12 months?

8. Satisfaction / Importance of Subscriber Communications

Service Characteristic	Importance (1-5)	Satisfaction (1-5)
Quarterly Newsletter		
User Group Conference		

9.

10.

Competition

9. Which other business continuity suppliers do you currently use?

10. Which other business continuity suppliers are you aware of? Which of these could offer the same service as CAP-RS?

Company	Mention	Equal Service
a) Guardian		
b) Comdisco		
c) Hewlett Packard		
d) IBM		
e) SafteyNet		



f) PCL		
g) Interchange Group		
h) Datashield		
i) Other (I)		
j) Other (II)		
k) Other (III)		



Concluding Section

Overall Satisfaction

1. Which other services would CAP-RS be advised to offer?

11. Please rate your overall level of satisfaction with CAP-RS on the following criteria on a scale of 1-5 where 1 = dissatisfied and 5 = very satisfied:

Overall	_____	_____
Service provision	_____	_____
Flexibility of approach	_____	_____
Vendor service culture	_____	_____
Commercial terms and conditions	_____	_____
Innovation and creativity	_____	_____
Strength of partnership	_____	_____
Business contribution	_____	_____
Initial cost-effectiveness	_____	_____
Ongoing cost-effectiveness	_____	_____

12. Which areas do you feel greatest improvements may be made?

13. How likely are you to renew your CAP-RS contract at the end of your current term? (On a scale of 1-5 where 1 = very unlikely and 5 = very likely) _____

-o0o-

Thank you very much for your assistance.



CAP-RS CLIENT SATISFACTION: QUESTIONNAIRE

Service History

1. Company Name: _____
 2. Client Name: _____
 3. Client Position: _____
 4. Client Address & Contact Number

 Tel. _____

5. Line of Business / Sector

Agriculture / Farming		Manufacture / Food / Textiles	
Business Services		Media / Advertising	
Construction		Petrochemicals / Engineering	
Financial Services		Professional Services	
Health / Education / Social		Retail	
Hi-Tech		Travel / Transport	
Leisure / Personal Services		Wholesale	
Other (specify) _____			

6. Number of Employees at Location

- _____ else:-
 1 - 9 _____
 10 - 99 _____
 100 - 499 _____
 500 & over _____

7. Approx. Annual Turnover _____ (if not available, use range below)

- less than £10,000,000 _____
 £10,000,001 - £15,000,000 _____
 £15,000,001 - £20,000,000 _____
 £20,000,001 - £50,000,000 _____
 £50,000,001 - £100,000,000 _____
 more than £100,000,000 _____

8. When did your current CAP-RS contract begin? _____



9. What is the total length of your CAP-RS contract? ____ years
10. How long have you been a client of CAP-RS, in total? ____

Account Management Service Quality

1. Firstly, with regard to the account management you receive from CAP RS, could you state how satisfied you are with the service you receive in each of these areas? Please rate on a scale of 1-5 where 1 = not at all important/dissatisfied and 5 = very important/very satisfied.

Attribute	Importance (1-5)	Satisfaction (1-5)
Availability of Account Managers		
Frequency of Contact with Account Manager		
Professionalism of Account Managers		
Understanding of your business requirements		
Sense of responsibility for your goals		
Commitment to achieving agreed requirements		
Flexible and innovative approach to your business requirement		
Responsiveness to changing business needs		
Willingness to compromise when conflicts arise		
Willingness to take ownership of problems		
Responsiveness to day-to-day issues		
Continuity of personnel		
Openness of communication		
Effective and appropriate communications channels		
Level of bureaucracy		
Speed of reaction to requests		
Co-operation with other vendors		
Calibre of personnel		

2. What is the current term length served by your current Account Manager? _____

3. Which aspects of the account management service, if any, are you particularly pleased with?

4. Which aspects, if any, cause you concern?



Technical Support Service

5. Would you please rate the importance of, and your level of satisfaction with, each of the following service features relating to technical support? Please rate on a scale of 1-5 where 1 = not at all important/dissatisfied and 5 = very important/very satisfied.

Feature	Importance (1-5)	Satisfaction (1-5)
Overall Technical Service		
Understanding of your business requirements		
Testing Procedures		
Testing Frequency		
Test Review Meetings		
Test Failure Handling		

6. Over the last ____ months ____ years, how many times have the tests produced failures?

7. Are there any areas of the technical service where you feel improvements can be made?

On Site Customer Service

8. Would you please rate the importance of, and your level of satisfaction with, each of the following areas relating to CAP-RS on-site services? Please rate on a scale of 1-5 where 1 = not at all important/dissatisfied and 5 = very important/very satisfied.

Service Characteristic	Importance (1-5)	Satisfaction (1-5)
The standard of corporate hospitality		
Acceptability of accommodation arrangements		
Comfort levels of facilities offered to customers		
Achievement of agreed support service levels		

Are there any areas where improvements may be effected?



Customer Communications

8. Satisfaction / Importance of Customer Communications

Service Characteristic	Importance (1-5)	Satisfaction (1-5)
Quarterly Newsletter		
User Group Conference		

Are you connected to the Internet? (Yes / No)

Internet based communication for your company?		
--	--	--

Competition

9. How many business continuity suppliers do you currently use?

10. Which three competitors of CAP-RS would you consider when contract terms finish? Please rank these in order of mention? Which, if any, of these have you used?

Company	Rank - Mention	Used Yes / No
a) Guardian		
b) Comdisco		
c) Hewlett Packard		
d) IBM		
e) SafteyNet		
f) PCL		
g) Interchange Group		
h) Datashield		
i) Other (I)		
j) Other (II)		
k) Other (III)		



10. b For each of the three Business Continuity Vendors named, could you rate your impression of the following aspects. Please rate on a scale of 1-5 where 1 = not at all important/dissatisfied and 5 = very important/very satisfied. Start with the competitor ranked 1st.

Attribute	1st		2nd		3rd	
	Imp (1-5)	Sat (1-5)	Imp (1-5)	Sat (1-5)	Imp (1-5)	Sat (1-5)
a) Calibre of Personnel						
b) Availability of Account Managers						
c) Testing Procedures						
d) Test Failure Handling						
e) Overall Site Services						
f) Communication Channel						

Concluding Section

Overall Satisfaction

11. Please rate your overall level of satisfaction with CAP-RS on the following criteria on a scale of 1-5 where 1 = dissatisfied and 5 = very satisfied:

Overall	_____
Service provision	_____
Flexibility of approach	_____
Vendor service culture	_____
Commercial terms and conditions	_____
Innovation and creativity	_____
Strength of partnership	_____
Business contribution	_____
Initial cost-effectiveness	_____
Ongoing cost-effectiveness	_____

12. Which areas do you feel greatest improvements may be made?

13. How likely are you to renew your CAP-RS contract at the end of your current term? (On a scale of 1-5 where 1 = very unlikely and 5 = very likely) _____

-o0o-

Thank you very much for your assistance.



Customer Briefing Centre

more floor space |

testing procedures |

~~More~~

Availability of amenities |

Non-smoking building. |

Storage dedicated equipment |

Close proximity ||| ||

Better Parking ||

Quieter Air Conditioning } office improvements |||

Office with windows |||

~~Quicker~~

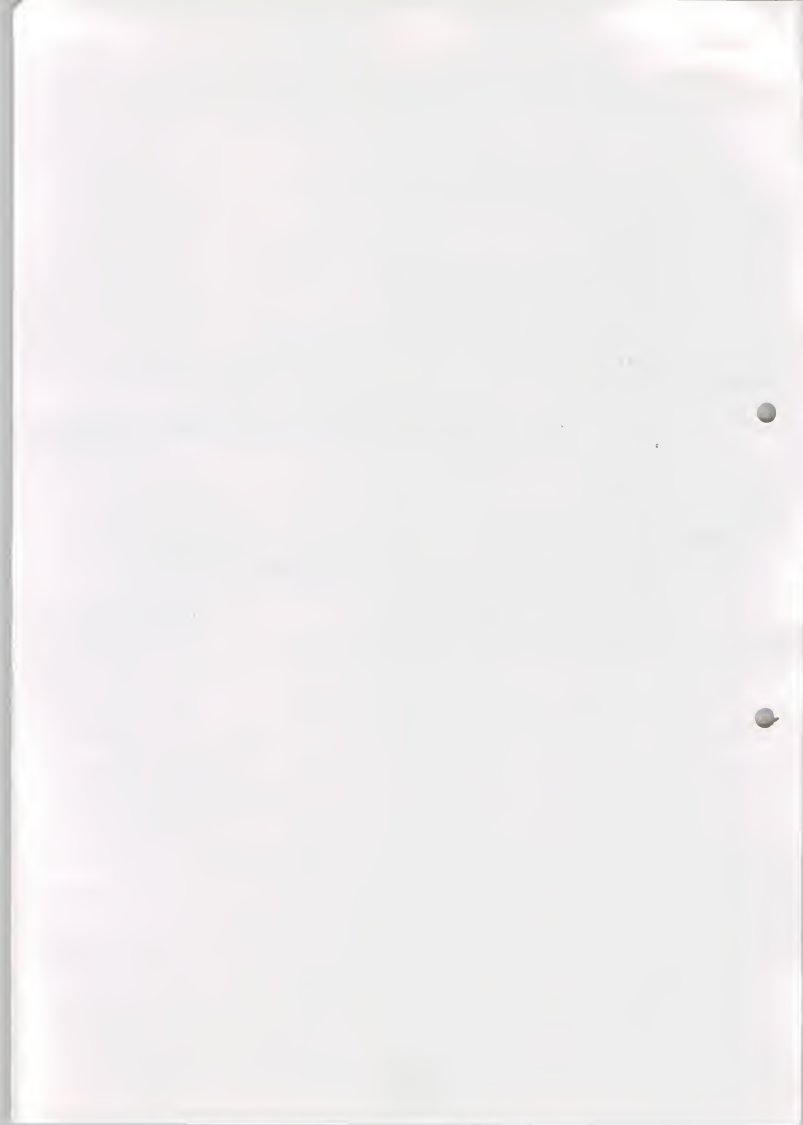
Poor security |

Better H/W labelling |

Reconfigurable internal switchboard |

More admin support.

Better catering facilities |||

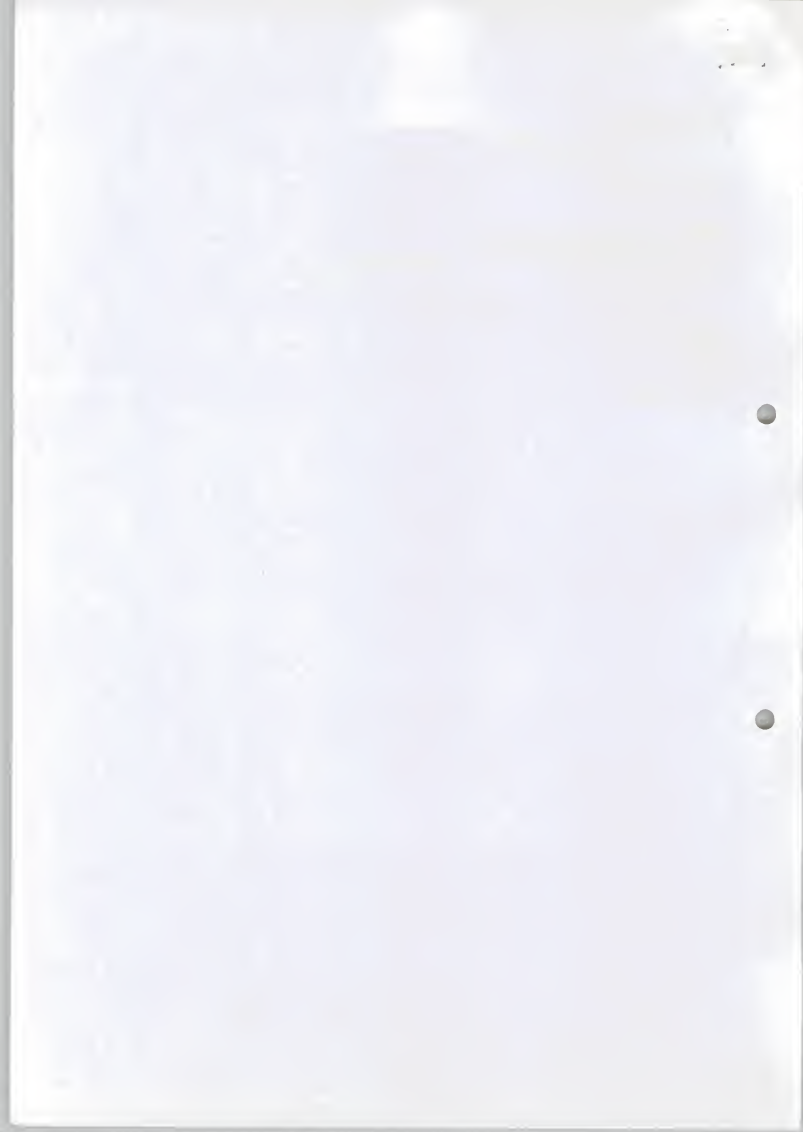


Overall availability and Co-operation
None
None
None
An appreciation of our individual requirements
Fairly prompt in troubleshooting and concessions
The approachability and responsiveness of management services
All as shown above
N/A
flexibility
Recognition of teamwork by all parties
relationship is good - quite like the guy. Building manager is also very good
Can't recall any
None
Everything
the new AM handles pre-test planning very well and is good at what he does
Dealing with an individual who is responsible for all aspects of the account
AM has been extremely helpful and efficient with all matters regarding the relationship between Delaware and SGRS.
Generally pleased
Excellent service on the business front
Only in initial stages of contract - seen a very helpful approach.
Always give feedback on any questions you ask
Long-term relationship with the AM is generally good
General response times
Professionalism and sense of responsibility for our goals
Commitment, reliability and responsiveness of management services
technical knowledge base is very good
accessibility of AM - cross-training between AM's is very good
none
none
Account manager very approachable
Flexible approach to our requirements and all confidence that SGRS will always help us out in a problem situation
Two months ago would have been fine
Flexibility
Personal but still professional, flexible and responsive
Turnaround times
very helpful - truly committed and proactive
Availability of management if required
Approachability and services are very satisfactory



Fast response to problems ✓
AM is very approachable and very easy to contact ✓
Approachability and flexibility ✓
none ✓
none
Knowledge - technically with mainframe arena ✓
new guy is thorough - productive & 'idea generating' ✓
Accessibility, professionalism, ideas on value added services, pre and post testing follow-up ✓
Can't really answer the above as AM has recently changed and no contact has been made since initial introduction
Difficult to identify particular aspects - all round competent performance
✓ Flexibility and approach to our requirements
✓ flexibility
The 'Personal Touch' ✓

37



Not aware of all areas to comment on all other areas
None
None
Nothing
More productive in suggestions
none
None
None
none
Within SGRS there appears to be poor co-ordination. SGR would have been helpful. New AM seems very good
None
Willingness to take ownership of problems
Over booking and double bookings are big problems that must be overcome
Priority of AM is obtaining more revenue for SGRS than for the client
None
None
Services could be better on testing and technical front.
None
NSRF group are disorganised & unpresence of SGRS means that there is no feedback, which is what we require
Environmental monitoring, power at recovery centre
None
general problems with other vendors like 'Telerate'
none
Lack of testing co-ordination in the past
Before respondent joined, the handover was poor
Previous AM was poor but present one is satisfactory
More proactive in offering advice, consultancy. Help in testing area
Sticky period during amalgamation with Datasheild over responsibilities have been resolved and in last 3 weeks on the way to real concensus with SD a number of times, but respondent doesn't have any patience with current AM
None
None of clients/suppliers although it's not significant - concern a few months ago when Datasheild was taken away coincided with a change of Account Manager - respondent not informed of change and a little hectic at time
none



Availability of account managers, continuity of senior staff at recovery centre, more regular pre-test meetings
none
turnover and continuity of AM's - changed four time within two years. Last two AM's changed in last six months
problems with the implementation of service as expectations were high, resulting in problems with the AM
in many situations the ball has been known to be left in our court - ownership of problems would be attractive
paperwork changes - admin/clerical needs shaking numbers for testing
None as yet
Same as above
None presently
not as much contact as we would have preferred
None

17



Customer Briefing Centre

S4-R5 customer satisfaction report
Data general custom profiles

3-Com

flexibility		111	8	/
approachability		1	6	/
availability			5	/
helpful			4	/
professionalism			2	/
responsive		1	6	/
good knowledge of ^{skills} features abilities		1111	4	/
good relationship?			2	
is person responsible person?		1	1	

AM quality	—	- 1 1
Account Manager turnover	—	1 1
More technical feedback	—	1 1
Poor internal communication	—	1
Testing coordination/help/ regular meetings		1 1 1
contact		1

SG-RS SUBSCRIBER SATISFACTION: QUESTIONNAIRE

Service History

Company Name: _____
 Contact Name: _____
 Contact Position: _____
 Subscriber Address: _____

 Subscriber Contact Number: _____

Account Management Service Quality

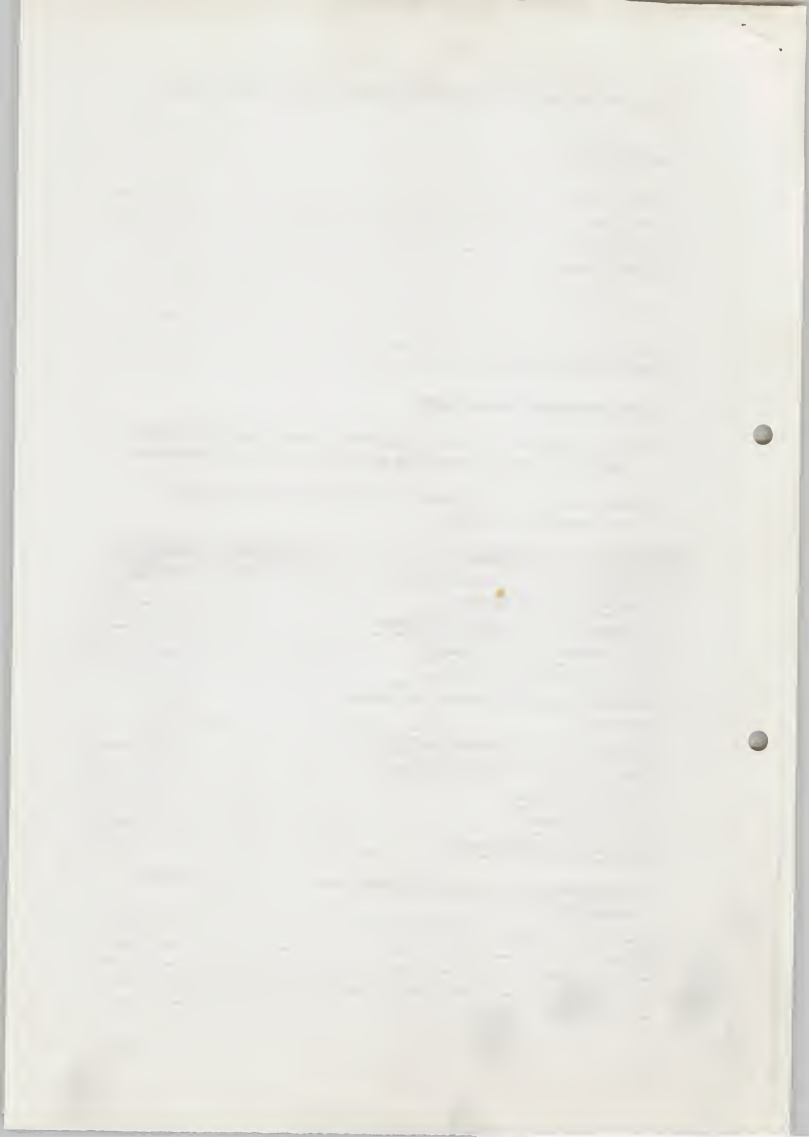
1. Firstly, with regard to the account management you receive from SG-RS, could you state how satisfied you are with the service you receive in each of these areas?

Please rate on a scale of 1-5 where 1 = not at all important/dissatisfied and 5 = very important/very satisfied.

Attribute		Importance					Satisfaction				
		5	4	3	(1-5)	1	5	4	3	2	1
Availability of Account Managers	(6)	27	28	9	3	1	22	29	13	1	2
Frequency of Contact with Account Manager	(1)	12	28	21	5	0	14	22	24	3	2
Professionalism of Account Managers	(1)	40	26	1	1	0	23	32	3	1	2
Sense of responsibility for your goals	(3)	35	23	7	1	1	19	32	10	2	1
Flexible and innovative approach to your business requirement	(2)	38	22	5	0	1	23	27	13	1	1
Willingness to compromise when conflicts arise	(4)	27	31	4	0	1	18	29	8	1	2
Willingness to take ownership of problems	(6)	25	34	3	2	0	18	24	13	0	3
Continuity of personnel	(7)	19	27	14	4	0	18	25	15	3	2
Level of bureaucracy	(6)	5	16	29	8	6	10	27	20	3	0
Co-operation with other vendors	(5)	20	21	16	1	4	10	27	19	2	0

2. Which aspects of the Account Management service, if any, are you particularly pleased with?

none, flexibility, approachability, any way



3. Which aspects, if any, could you comment?

Take over with Data Shield; co-ord problems
previous account manager

Technical Support Service

4. Would you please rate the importance of, and your level of satisfaction with, each of the following service features relating to technical support?

Please rate on a scale of 1-5 where 1 = not at all important/dissatisfied and 5 = very important/very satisfied.

Feature	Importance					Satisfaction					✓
	5	4	3	(1-5)	2	5	4	(1-5)	2	1	
Handling of test bookings (5)	28	23	12	1	0	25	26	11	1	1	
Availability of required test dates	21	26	13	3	0	15	27	15	5	0	
Pre-test Meetings	18	21	19	0	4	19	24	11	2	3	✓
Understanding of your goals and objectives (5)	32	23	7	0	2	21	27	13	1	1	✓
Testing Procedures (4)	30	23	8	0	0	18	24	12	4	2	✓
Test Review Meetings	18	23	15	1	1	11	23	10	4	5	✓
Availability of Technicians (1)	46	12	3	1	0	27	23	9	3	0	✓
Test Problem Management (2)	39	18	2	0	1	16	25	18	0	1	✓
Overall Technical Service	43	15	3	2	0	21	32	9	1	0	✓

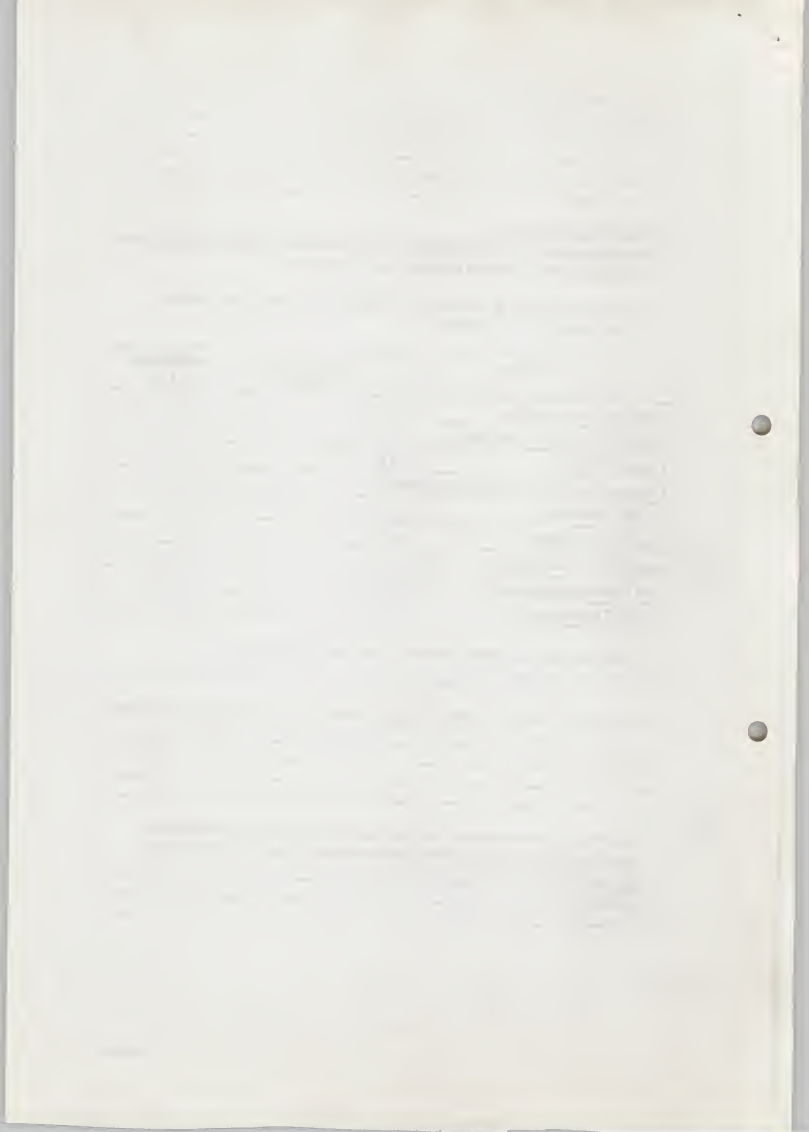
5. What is the most challenging element of your test programme? connectivity
Connectivity across sites via WAN's, remote access, getting dealers to alter remote test sites.

6. Are there any areas of Technical Support where you feel improvements can be made?
wean on UNIX, @ Community setting up sites at planning stage A3/400

7. SG-RS rely upon the return of the test report forms to monitor performance.

However these test reports are not always returned. Why do you think this is?

Should be completed @ end of test; quite a few
respondents said they'd never been given one. One
suggested a proforma by e-mail



Recovery Centres

- 8 Would you please rate the importance of, and your level of satisfaction with, each of the following areas relating to SG-RS recovery centres?

Please rate on a scale of 1-5 where 1 = not at all important/dissatisfied and 5 = very important/very satisfied

Service Characteristic	Importance					Satisfaction				
	5	4	3 (1-5)	2	1	5	4	3 (1-5)	2	1
Location of recovery centres	41	16	5	1	2	28	27	14	3	4
Acceptability of accommodation arrangements	21	24	14	0	1	15	27	20	2	0
Level of Security provided	45	13	6	1	1	31	19	10	3	0
Level of Functionality provided	36	25	2	0	2	22	31	8	2	1
Comfort levels of facilities offered to subscribers	12	37	17	2	0	17	29	13	6	1
Availability of mainland European recovery centre	17	16	11	1	15	15	17	18	1	4

- 9 Are there any areas where improvements may be effected? *Wapping site most criticised - catering (air conditioning noise), poor layout, inadequate parking, dedicated areas for customers needs eg. on-site accommodation, better workspaces, storage for dedicated equipment*

Subscriber Communications

- 10 Satisfaction / Importance of Subscriber Communications

Service Characteristic	Importance					Satisfaction				
	5	4	3 (1-5)	2	1	5	4	3 (1-5)	2	1
Quarterly Newsletter	5	8	22	21	9	5	10	17	20	6
User Group Conference	4	15	20	22	5	5	9	16	16	4
Internet Communication	7	7	16	21	5	13	6	9	13	4
Regarding telephony										
Speed of Response	1	33	24	9	1	1	15	30	16	6
Operator Manner	3	18	31	14	3	3	19	31	11	5
Promptness in returning calls	2	30	28	8	1	2	17	35	13	1
Use of voicemail	6	10	19	17	8	9	7	18	15	3

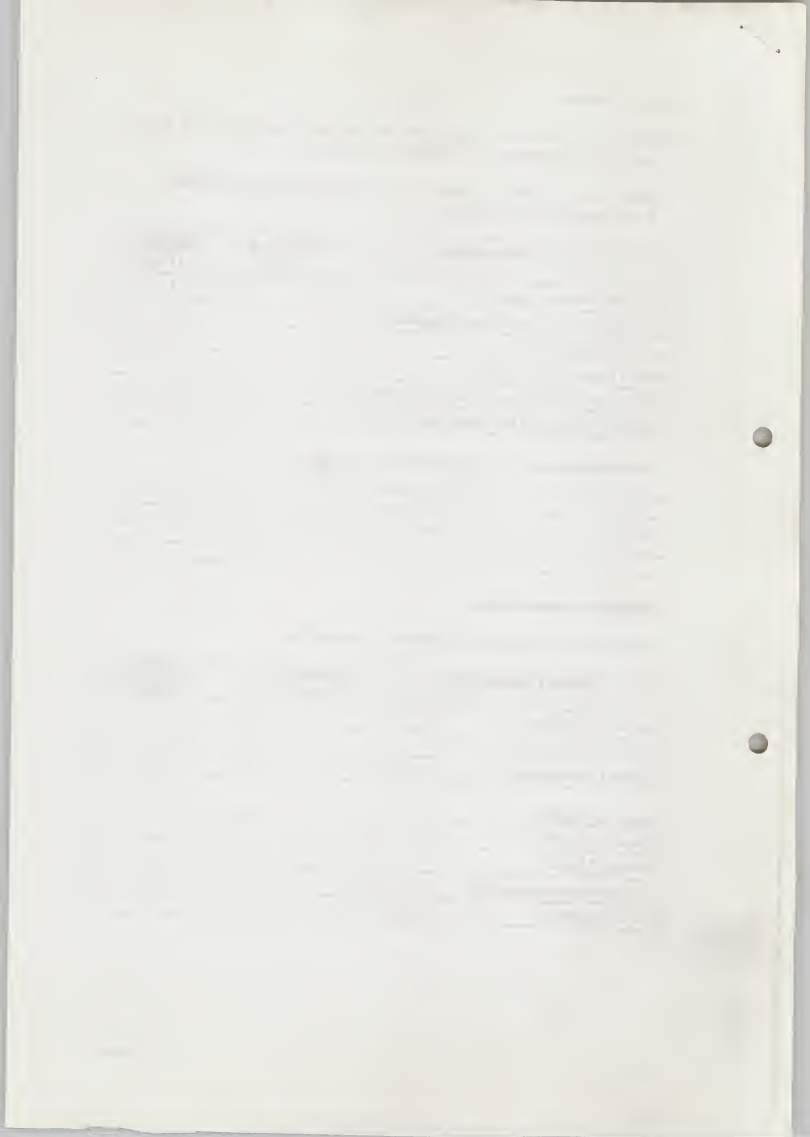
OST1

3

12/09/97

P003

12/09/97 13:17 INPUT LTD + 01812037208



Regarding Internet Communications:

11. Are you currently connected to the Internet? (Yes / No)

48
69

12. When do you believe Internet communication will be a viable communication standard between yourselves and SG-RS? 37/69 said now or within one year.

Competition

13. Which other business continuity suppliers are you aware of? Which of these could offer the same/lower/greater levels of service than SG-RS? = 1st named = 2nd named

Company	G	S	L	Service S/L/G
a) IBM	14	5	6	G 111 111 111 S 111 L 111
b) Comdisco	5	15	5	111 1 111 111 111
c) Safetel	2	6	5	11 111 1 111
d) Grandair	1	10	3	1 111 111 111
e) NDR	1	3	5	1 111 111 111
f) Granada	0	0	4	111 111 111 111

hard copy data storage/magnetic storage 1 CFM node failure 1
 14. Which other services are not supplied by SG-RS, but supplied by competitors?
 Unix 1 11 portable units 1
 connectivity 1 PC LAN telephone exchange 1
 AT 400 4 111 111 no ans. = 20
 None/no answer 48 = 28

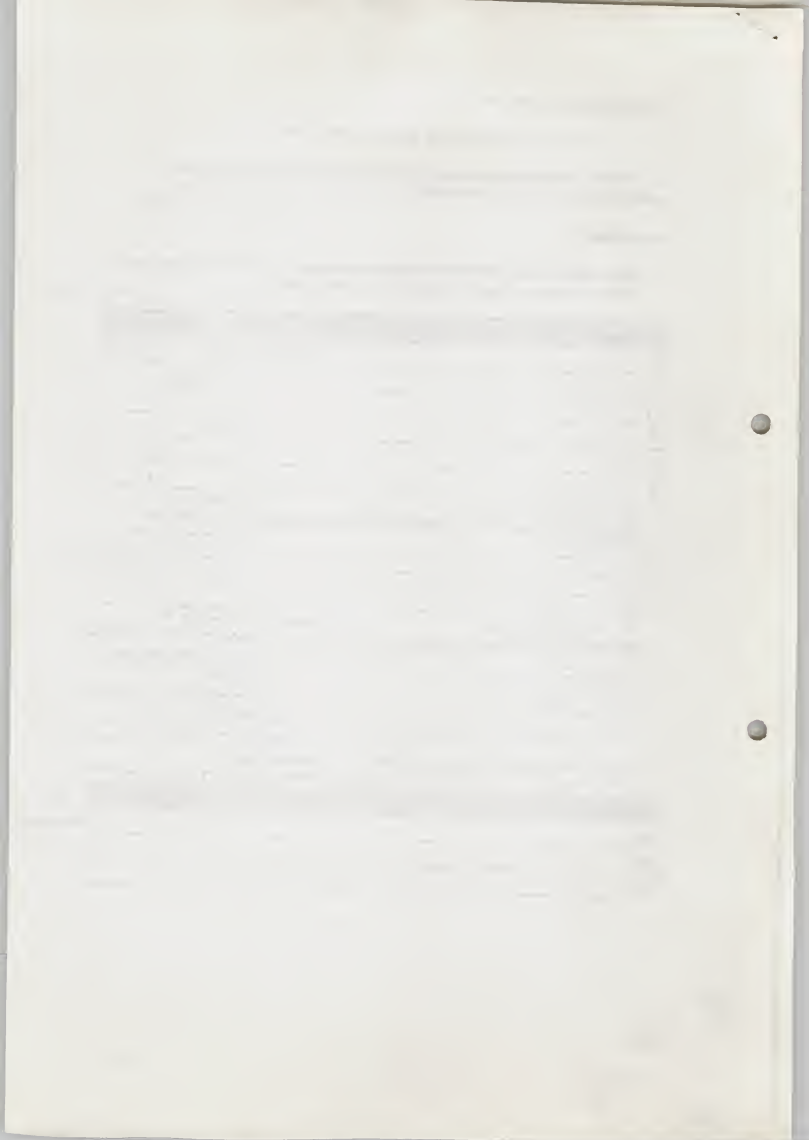
fax messaging 1 PC server 1 storage 11
 HP 4000 recovery 1 modem telex equipment.
 15. Which other services would SG-RS be advised to supply? Relnetete (fixed only)
 Unix / server 3 111 FM SCS
 consult. 3 111 LAN recovery @ same site as m/E 1
 AS400 RISC 1 1 Salvage SCS 1
 None/no ans. 49 mainframe connectivity against 11
 none advised 111 111 111 111 11

16. Which other business continuity suppliers do you currently use?
 no answer 1 111 111 111 111 111 phone switching, print fulfillment

Company	
a)	
b)	
c)	

42K 1
Benchmarks
etc.

3, 21, 28, 66, 67



Concluding Section

Overall Satisfaction

16. Please rate your overall level of satisfaction with SG-RS on the following criteria

(Scale of 1-5 where 1 = dissatisfied and 5 = very satisfied)

Overall	_____
Service provision	_____
Flexibility of approach	_____
SG-RS service culture	_____
SG-RS financial strength	_____
Commercial terms and conditions	_____
Strength of partnership	_____
Business contribution	_____
Cost-effectiveness	_____

17. In which areas do you feel greatest improvements may be made?

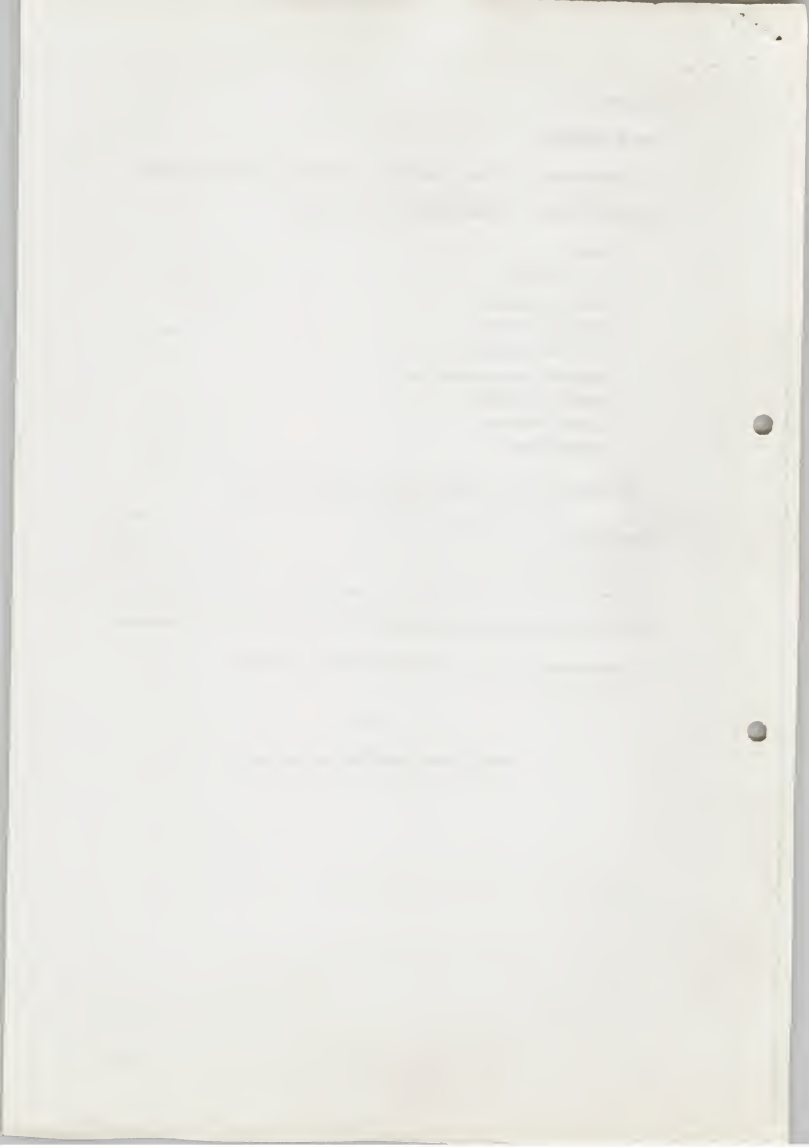
Technical scope + capabilities = 11
 admin + testing procedures = 5
 site facilities = 4
 Cost/pricing = 4
 Relationships with bid partners = 3 music = 3. Awareness of client bus needs = 2
 Price/No comment: 11 11 11 11 11 11 11 11 (40)

18. How likely are you to renew your SG-RS contract at the end of your current term?

(On a scale of 1-5 where 1 = very unlikely and 5 = very likely)

-000-

Thank you very much for your assistance.



559-



INPUT®

Cornwall House
55-77 High Street
Slough, Berkshire, SL1 1DZ
Tel: +44 (0) 1753 530 444
Fax: +44 (0) 1753 577 311

FAX TRANSMITTAL

TO: Date: 20/8/97
Name: Mick Williams
Tel. No: —
Company: SQ-BS
Fax No: 01932 810026

Confidential: (Y) N
Urgent: (Y) N

Page: 1 of 1

File:

Chron
Contact
Other

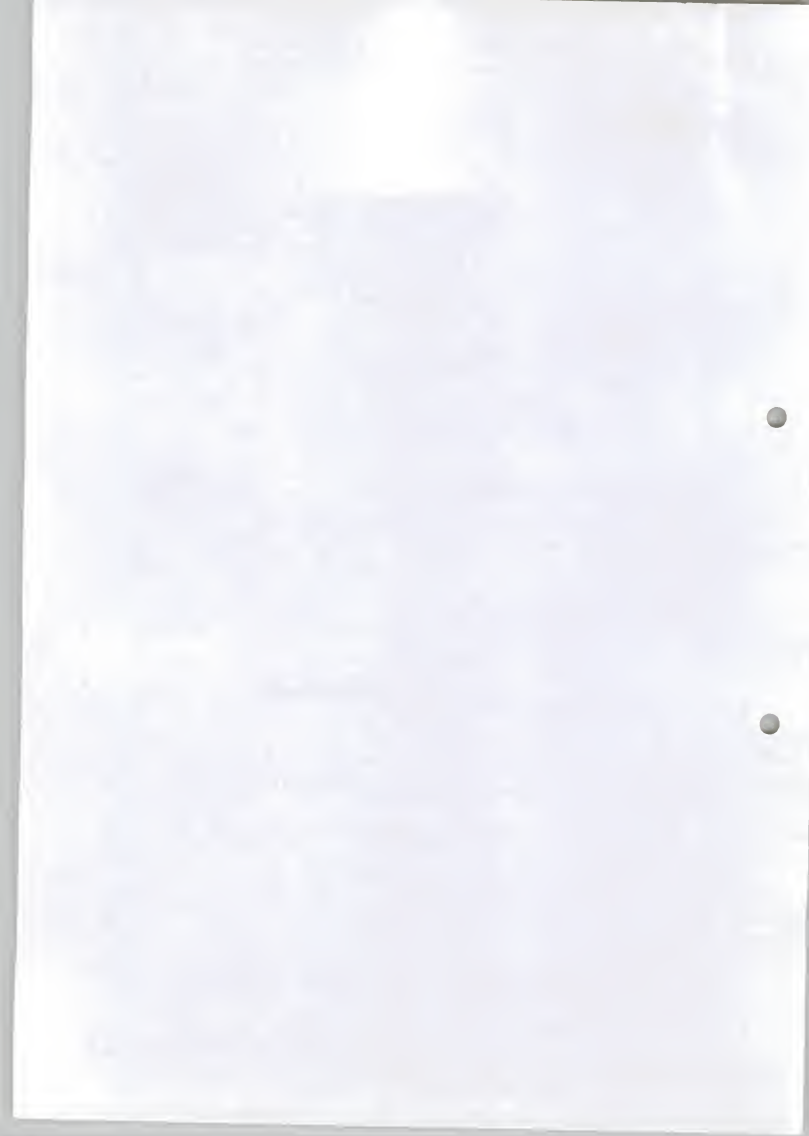
FROM: Andrew Lawcock
SUBJECT: Address for Paper Questionnaires

Mick,

FAO Leslie Masih
Bespoke Channels
Quay West Business Center
Quay West
Trafford Wharf West
Old Trafford
Manchester
M17 1HH

The research company address, as
discussed.

Regards
A.J. Lawcock



MESSAGE CONFIRMATION

21/08/97 09:53

ID=INPUT LTD

NO.	MODE	BOX	GROUP
814	TX		

DATE/TIME	TIME	DISTANT STATION ID	PAGES	RESULT	ERROR PAGES	S.CODE
21/08 09:53	00'36"	01932 810026	001	OK		0000



INDEPENDENT CONSULTING SERVICES AGREEMENT**EXHIBIT A**NO. 16**I. CONSULTANT INFORMATION**Name: Bespoke Channels LimitedAddress: Quay West, Trafford Wharf Road,
Manchester M17 1HHTelephone: 0161 876 7829

NI No.:

II. PROJECT INFORMATIONProject Manager: Andrew LowcockProject Name: SG-RS Customer
Satisfaction Study

Code:

Agreement Date:

From: 21/7/97To: 30/7/97

Exhibit Date:

From:

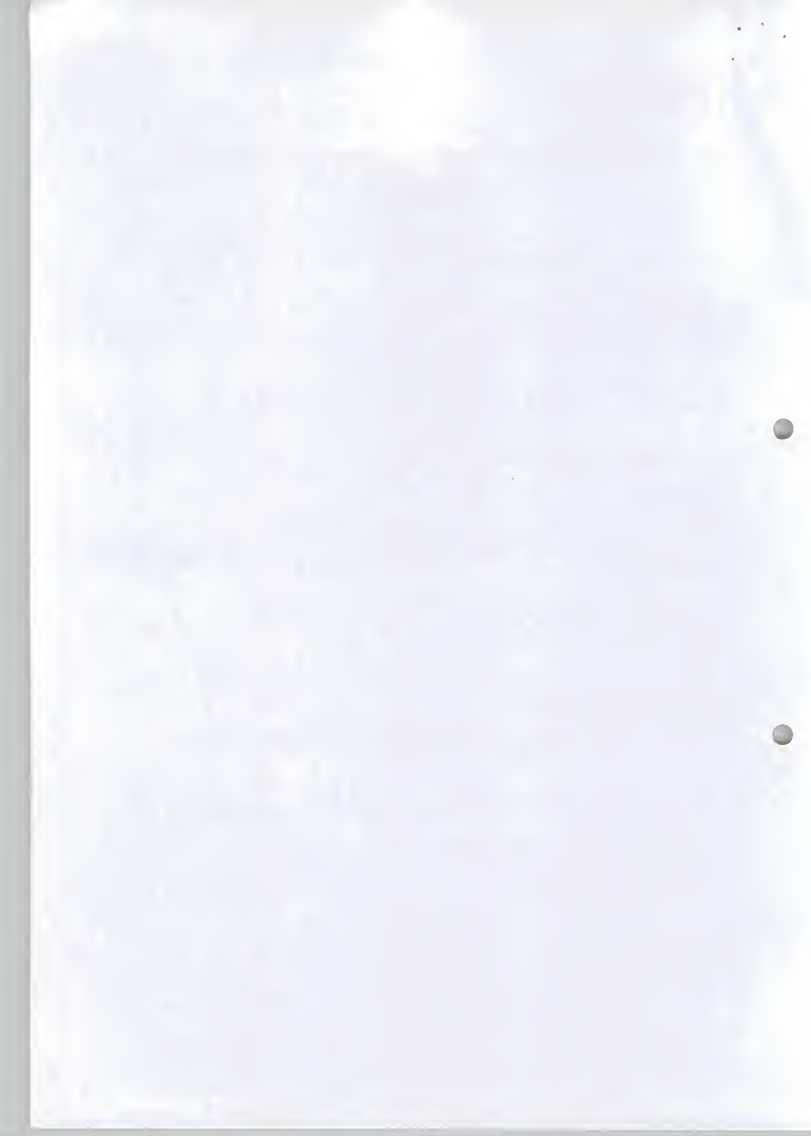
To:

Replaces Exhibit A: (If Applicable)

III. TASK DESCRIPTION

List and number project tasks and specify in detail the exact scope of the tasks. Attach project specifications, interview forms, etc.

30 Client Interviews, with pre-warmed
SG-RS clients.



IV. REVIEW OF PROGRESS:

List of task numbers and/or dates review of progress will be performed.

25/7/97 → Halfway progress report.

(10% of the sample to be independently contacted by INPUT for quality control)

V. DELIVERABLES/DUE DATES/FEE:

List task numbers, date due and fees for each task.

30/7/97

Total fee, excluding Vat \$795.00

(ie. 30 interviews @ \$26.50)



VI. PAYMENT SCHEDULE:

List task numbers, invoice due date, and scheduled invoice payment date.

30/7/97, 30 Completed Interviews, in
Access / Excel format, + paper questionnaires
where used.

VII. REIMBURSABLE EXPENSES:

List type of expenses and maximum amount to be reimbursed. INPUT Travel Authorisation and
Expense Report forms to be attached.

NONE

VIII. AUTHORISATIONS

Signed: _____

Signed: _____

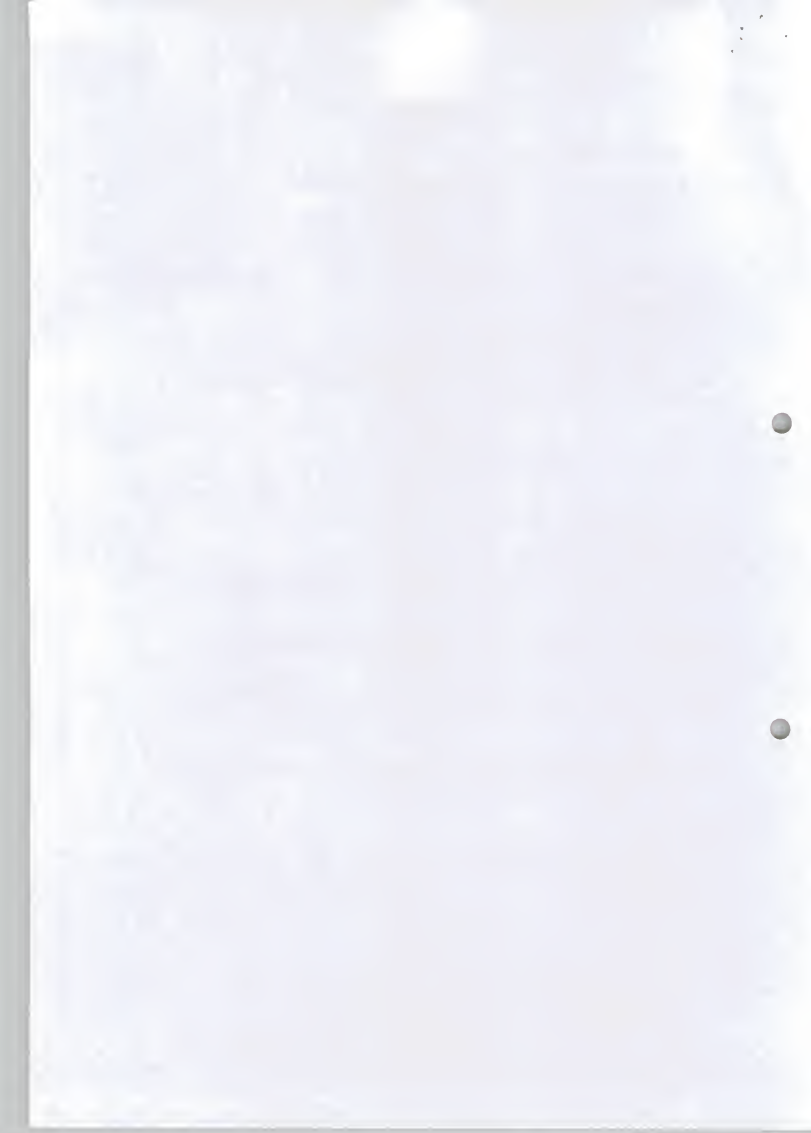
Contractor: _____
(Print Name)

INPUT : _____
(Print Name)

Date: _____

Date: _____

PLEASE REMIT INVOICES TO: INPUT, ATTENTION (Above named Project Manager)



CONTRACTOR INSTRUCTIONS:

This independent Consulting Services Agreement is not valid until an authorised Requisition by the President is on file and the Agreement is signed by the President.

The Agreement must include an Exhibit A specifying in detail the work to be performed.

All work must be prepared and submitted in INPUT's style and format. Examples and policies may be attached to this Agreement and must be returned to the company prior to final invoice payment.

All work must be submitted for review according to the schedule set out in IV. REVIEW OF PROGRESS.

All work must be submitted according to the schedule set out in V. DELIVERABLES/DUE DATES/FEES. If the schedule cannot be met the project manager must be informed and a new schedule set.

Invoices must be submitted to the project Manager according to VI. PAYMENT SCHEDULE in order for payment to be made on the scheduled dates.

- An invoice must be submitted, on contractor's formal letterhead/invoice form.
- The project code must be referenced on the invoice and the payment due must be in accordance with payment schedule of the Exhibit A.
- Expenses must be listed separately on the invoice and completed INPUT Expense Report form with attached receipts must be attached to the invoice.
- Only pre-authorised travel expenses, incurred visiting INPUT client/business contacts to perform a project will be reimbursed.
- Copying and postage should be arranged to be done in an INPUT office where possible.
- All expenses are reimbursed at cost.
- Advance payment of any fees is not permitted.
- Payment is contingent upon satisfactory completion of all work submitted, in INPUT style and format, according to the specifications and schedules in the Exhibit A, and the return of all INPUT materials prior to submission of the final invoice.
- Payment is normally schedules to be paid within 14 to 30 working days after submission of the invoice to the project manager for approval.
- All contracts and invoices must include the contractor's Tax Identification number for reporting to taxation authorities.

Car mileage rate for the use of an employee's private car on company business is as follows:

Car Engine Size	Rate
up to 1000cc	27p/mile
up to 1500cc	34p/mile
up to 2000cc	43p/mile
over 2000cc	60p/mile

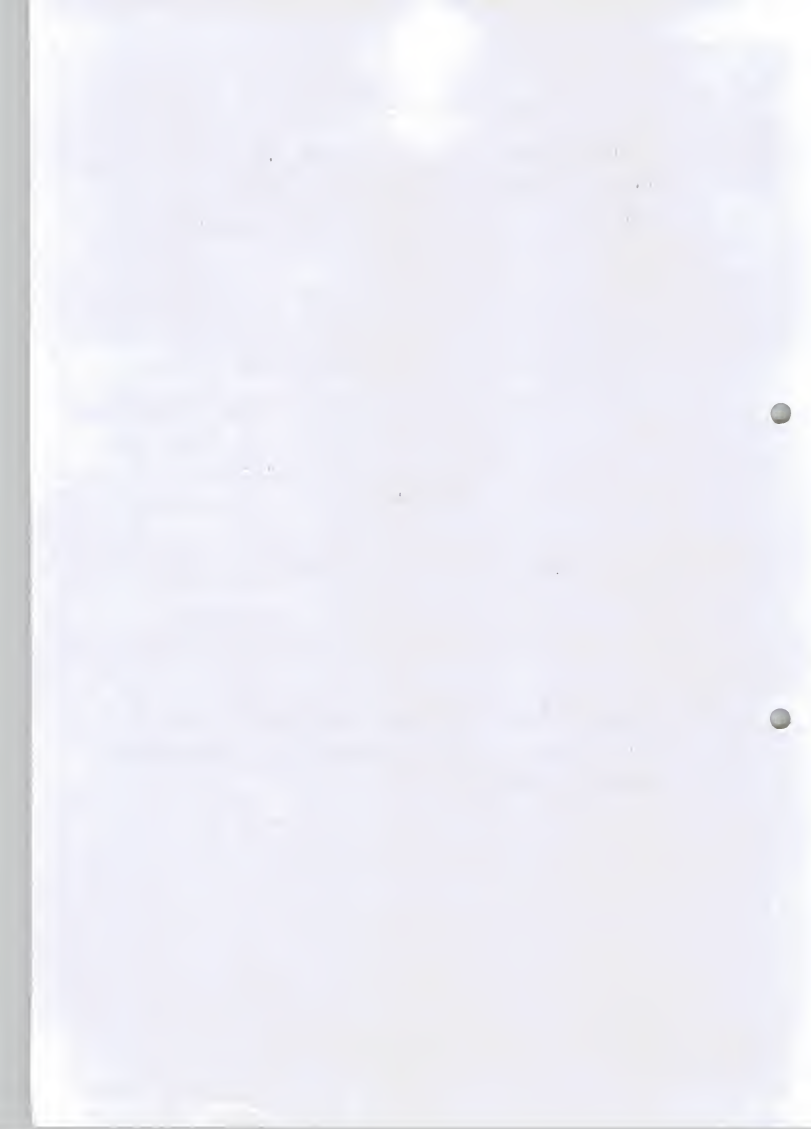


Resources Required:			
Level of Effort (number of days):	Consultant	R/A	12
Source—Internal/External (specify):	INTERNAL		

Project Description:

To assess the customer satisfaction levels of CAP-LS clients, and provide some comparison with industry standards.

ACCOUNTING USE ONLY: Entered on current project list ☐



Position - Sales +Marketing Director

Sema Owned

Disaster Recovery - Business Continuity

Loyalty Marketing

Offer full backup for these - mainframes for replication of systems - backup modes vary by client

Insurance principle - risk analysis - ie that only a small percentage of customers will have a problem at any one time

Trailers with gear - mobile department.

How to improve the service

Technical Capabilities

Not worried about location.

Are they happy with Cap RS premises?

Personal comfort

Facilities

Happy with techs?

Living Facilities -

Hot Site - move into

Cold - Hardware - needs sorting

Account managers Function

Do they visit often enough?

There for customer needs

Do they want more sales contact? (or left unhassled)

Level of information - 4 newsletters

User group - scheduled to meet 2x per annum

80 -120 acceptance / 280customers

Closed session without CAP RS.

Present this info to CAP RS customers in a closed session.？**

Please quote for a report on presentation

1 day PP

1 day presentation

Inet - web site not happy with - email direct to sema

Find out if clients connected to inet.

Compound

Lack of security



Give tele
given appointment

organise test booking - could lead to a system test for the customers needs

Mnay site visitors - 1 account manager per customer

Select the parameters to be tested.
Also define who can attend test
booking hotels for the client

\$ Split by Veritcal and revenue - Bank

How much business do you do with Cap RS - they don't know exactly..

What service do you take...

VERBATIM

CUST SAT SURV

and development maybe... but for now service evelauation.

30 - 230 customers clarify for these

Importance and Satisfaction.

test itself
test report form interal statsfaction at en dof test
(the test itself - indicates the state of readiness of the system)
20% return rate

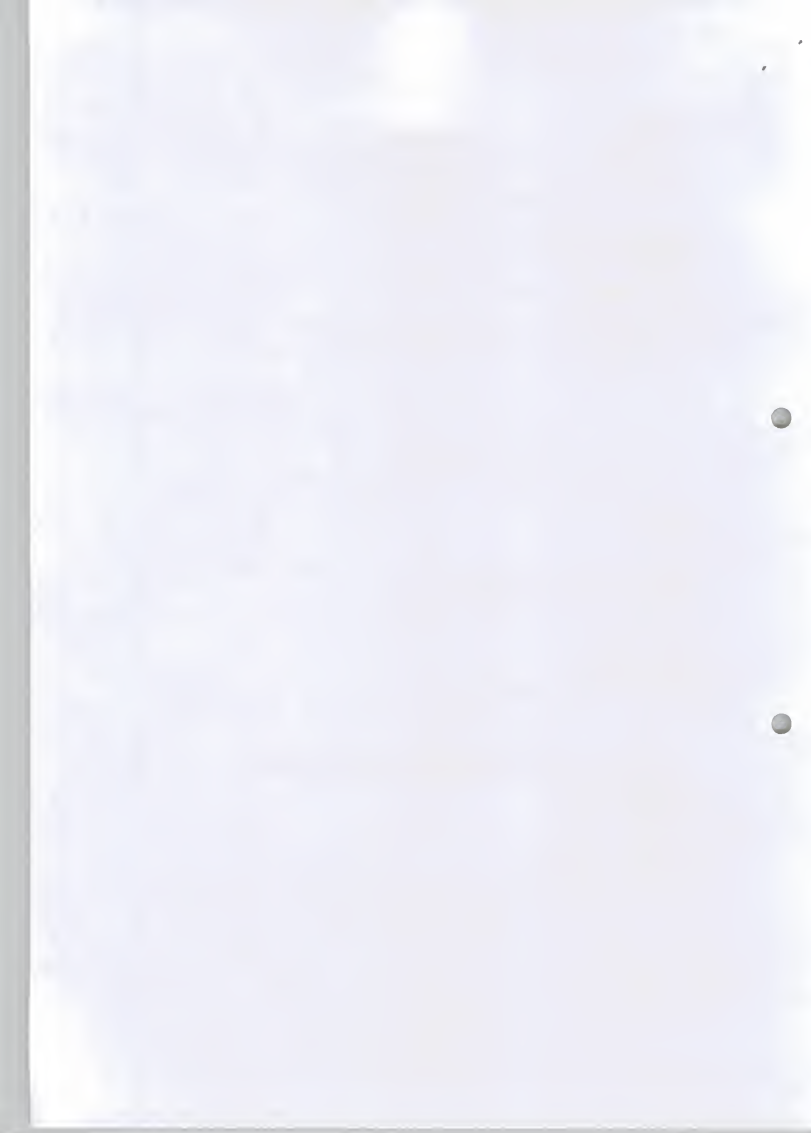
test review meeting offered.
to sort out problems
sorted by accounatmanager and technicians
less than 1 in 10 have a problem with the test.

are they being kep informed as often as they would like..

COMPETITORS- are you using 1 disaster company , how do we stack up against this?
can you tell me who you are likely use as an alternative to Cap RS
how do we vear up against them
Perceptions, 1 - 5 of comps

What gaps ar ethere in portfolio?

How did he arrive at thirty numbers



018/754/010. Vivian Green.

Junction 4 A or M4.

PMR.

Heathrow Boulevard. 4

280 Bath Road [A4]

Tech. nr. colour centre.

Co

A-312
M4/24

M4 spur rd. (to H'ew)

Traffic lights - slip road to left
before roundabout.

Exceeding H'ew on left

(A4)

down back to
Slough.

1/2 mile.

H'Row boulevard
on R.H. of dual.

Carriageway.

Long white chimney.

CAP RS.

CLIENT SATISFACTION.

- technical capability

IT related services - not location specific

- Replacement office block - geographically sensitive

• Happy with premises - personal comfort.

technicians fixing maniframes.

- living facilities

• Account management function - visit often enough.

new
bus.

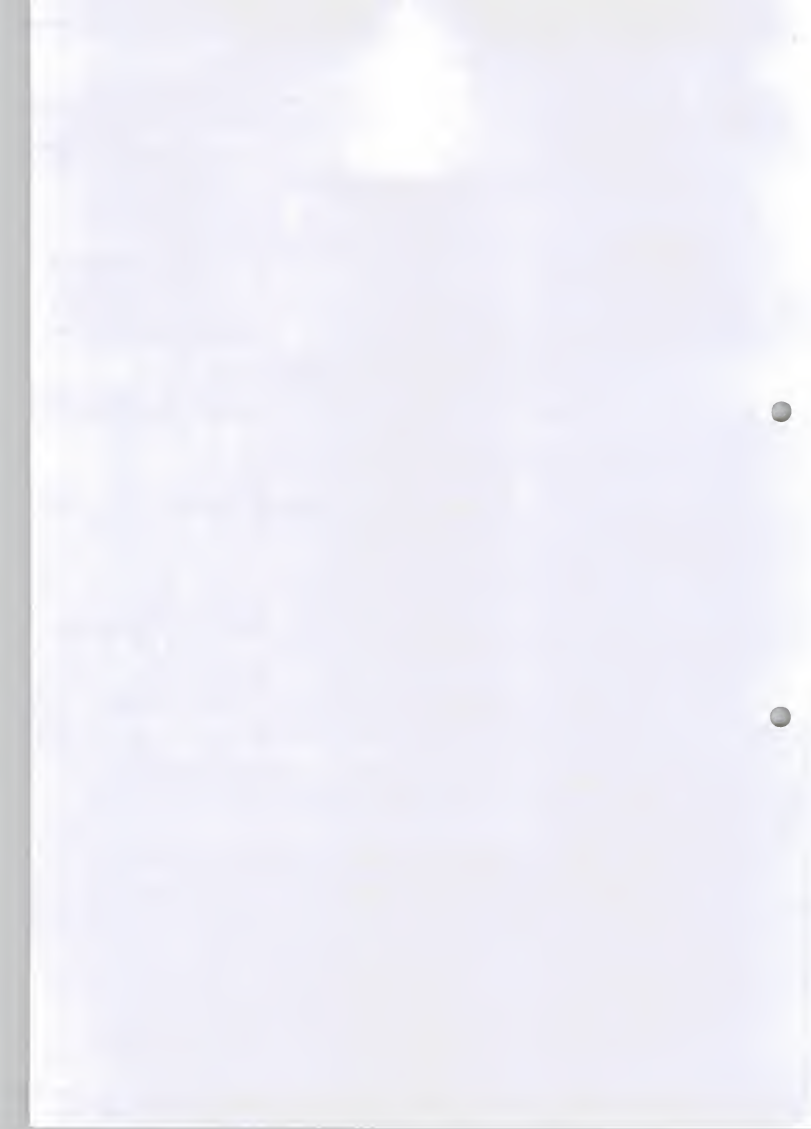
account
mgr.

acct manager - have to meet
customer's needs.

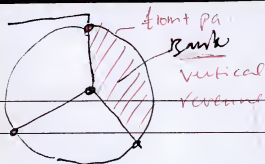
→ more sales contact or do they not want to be
harassed?

→ is general level of information flow good enough
newsletters 3 to 4 a year.

Confidential—INPUT

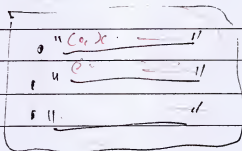


How to update user list? & 1 to chaisty .
 • IBM platforms .



(1) How much business do you
 do with this C? by \$

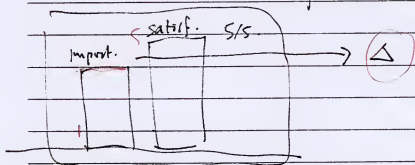
(11) → what service do they take .



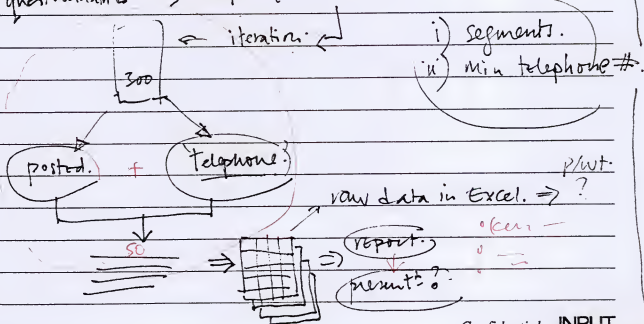
MOTIVE: CUSTOMER SATISFACTION SURVEY.

Questionnaire → all customers. (230) →

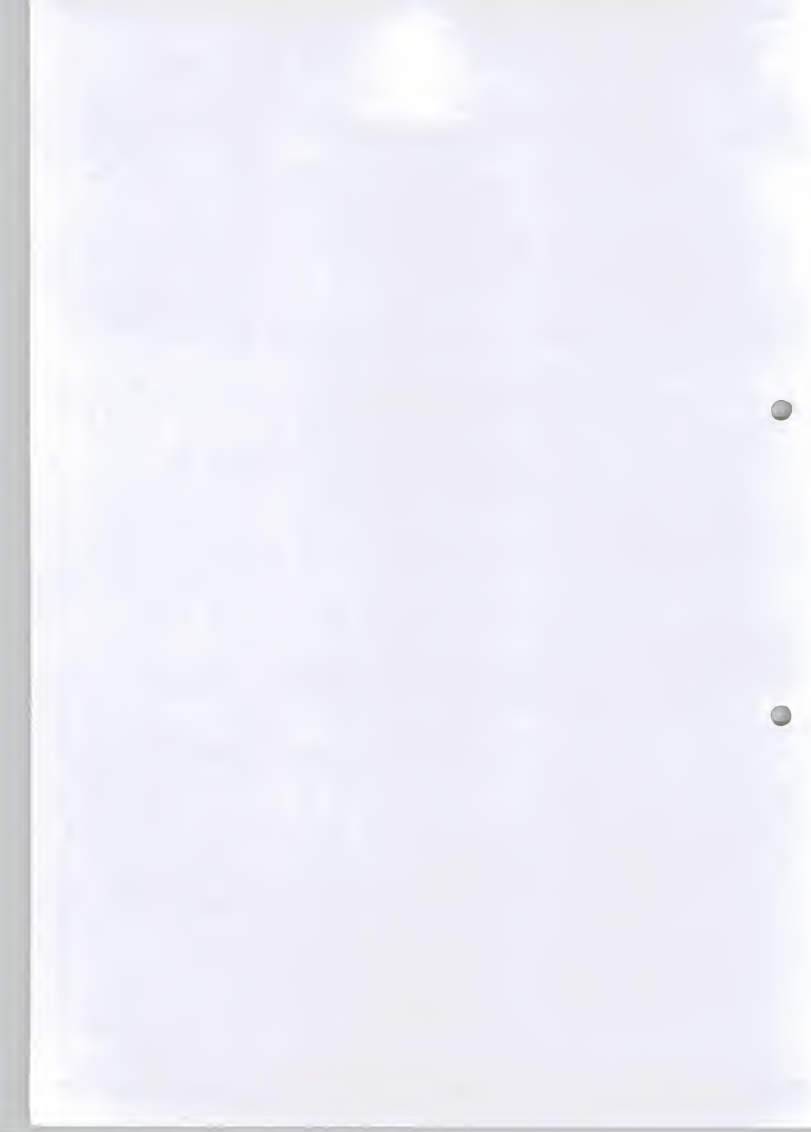
→ would you be willing to contribute
 in telephone interviews.



a) questionnaire. → draft. (circulated)



Confidential—INPUT



CONTACT REPORT

Non Client/Prospect File: ☐ Media ☐ Financial ☐ Other _____

INPUT

Staff: Init. _____ Init. _____ ☐ INPUT office ☐ Client Office ☐ Other _____

Contact Date: / /

Date Written: / /

Company	DISTRIBUTION:			Prog./Proj. ID
Name	Action	Info.	By When	Describe Action-F/U
Title				
Address				
Phone: ()				
Fax: ()				

Networks @ prime centres
Huddersfield.
6 UK Centres.

120 acceptance
80 attendees / 280 customers.

user group scheduled to meet 2x a year
dia so '96 will only meet once '97
chairman drawn from customer base.
CAP RS pay for it + provide administrative.
- closed session @ one point => matters to put to CAP RS.

AGENDA.

Annual golf day 100 attendees.
last year 2x (one day 40 other).

Internet - web site up & running. But not happy.
e-mail facility to start.

Test Scheduler } given telephone #
given slot in diary..

Customer comes to site

test booking could lead to pretest meeting.

- What objectives customer has set
- What Tech Support personnel req'd.
eg first telco.

could end up booking hotels..

☐ Continued over



Mail List Change Order ☐ Update ☐ Correction ☐ Deletion ☐ Addition* Serial Number _____

U.S. COMMERCIAL

1. TYPE ☐ Vendor ☐ User ☐ Investor / Financial ☐ Media / Press ☐ Other ☐ EDI Newsletter
2. LEVEL ☐ Executive ☐ Manager ☐ Analyst ☐ Acquisition ☐ International ☐ Other
3. INTERESTS ☐ C/S ☐ Computer Systems ☐ Networks ☐ EC ☐ Information Services —
☐ EIS / CIS / Multimedia ☐ Other ☐ Software Products
☐ Professional Services, SI
☐ Outsourcing, Processing, Network Services
- ☐ Industry _____

U.S. FEDERAL ☐ MMAR ☐ FPAP ☐ FPAW ☐ FPFA ☐ Other

EUROPE ☐ CSPR ☐ MAAP ☐ MSSP ☐ MVPP ☐ BIPR ☐ OSPR ☐ U.S.A. ☐ Other

* No names will be added without a completed change order and program manager approval. Program Manager Authorization _____

CONTACT REPORT

Continuation Company _____

Name _____

test itself

have a test report form - CS state if readiness...

return rate 20%.

test review meeting offered - what went right/wrong...
- supported by account manager
- & technicians involved in test

generally only used if problem with test. >10%.

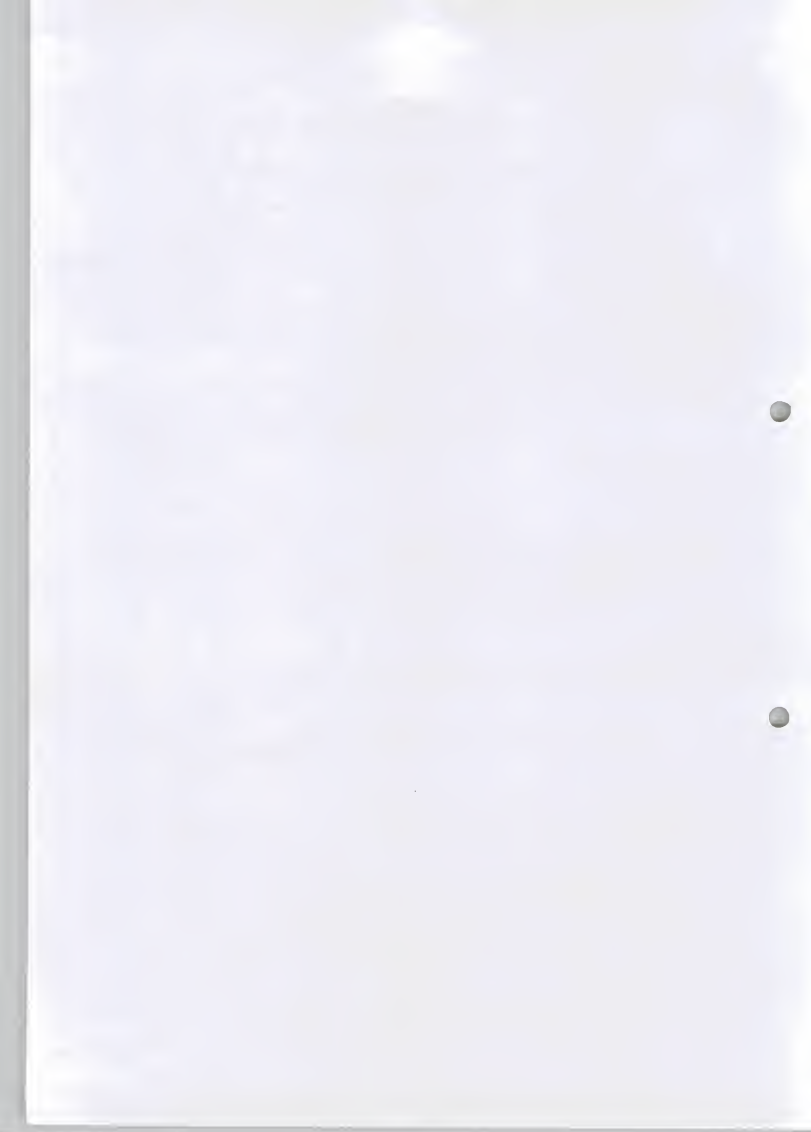
are we keeping them as informed as they would like.

+ Competitors - if they are using more than one DR operators
- how do we stack up against them.

Gaps in portfolio that we should provide.

CO that multi platform from the perspective
but must be commercial

Partnerships ↔ HQ?



Template

1.0 Background and Objectives

Data General is a provider of IT service management with a portfolio including third party maintenance, network services, environmental services, software migration services and managed services. Partnering these activities, IT Services of Warrington provides the services delivery supporting some of these operations.

In the past, both parties have been successful in targeting help desk services and facilities management business, particularly in the PFI health trust sector. Yet the product range has not been specifically designed for this market, nor was this market necessarily intended to be the mainstay of business. It is the intention of both parties to be more focused on specific vertical segments in future.

As part of this market research, two vertical markets will be analysed: the PFI health sector and the utilities sector. These will be assessed from the point of view of new prospective business opportunities and also the competitive threats imposed from other service vendors.

2.0 Methodologies and Scope

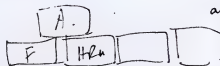
INPUT will undertake market research to address three main issues:

- Within the health sector, how can the (HIS product and) services package be enhanced so that users perceive the offering to be a differentiated and value-added proposition?
- Within the utilities sector, what would be the level of market acceptance of the existing product and services package, and to what degree would it have to be rebundled and/or customised to suit respective users' needs? How similar or dissimilar are these needs across the gas, electricity, water and telecommunications sectors?
- Who are the main competitors in these vertical sectors, and what are their competitive strengths and weaknesses? What are the unique selling points of their products/services?

2.1 Analysis of User Perceptions

User perceptions of existing customers will be elicited by a series of telephone interviews undertaken by INPUT. INPUT would design two user questionnaires aimed at the respective sectors. The first would target both existing and potential PFI healthcare customers, with a level of technical detail aimed at IT Managers. Data General would supply the list of target organisations and IT contacts for this task.

Data General.doc confidential



payment mechanism defined service level agreements and bonuses if over achieved.

% of money paid as cost saving.

what are characteristics.

Technical - functional is existing infrastructure still adequate.

existing apps are not patient friendly.

→ medical record

→ Contract management

→ mktg

→ sales

→ training

→ finance

ext. drivers.

selling aspect of system

but not nec. apps.

Driven - other service

which says this is a time cost

Understanding 2 time

Cost of ownership

Cost of ownership

Cost of ownership

Cost of ownership

Cost of ownership

Cost of ownership

Cost of ownership

Cost of ownership

leading edge service, after trial cost + ownership?

bring int. → standard service level making a service for them

How do they feel about being off grid?

However, some people could be victims?

The second telephone questionnaire would be targeted at IT Managers supporting customer services divisions in leading utilities. Data General to advise if specific companies are to be targeted.

This user would be incorporated into Chapter II of the final report.

N.B.

- 1) INPUT would generate a draft questionnaire for approval before proceeding
- 2) If the respective utilities are found to have divergent needs, sample sizes need to increase to maintain statistical validity.
- 3) As a rule of thumb, a sample size of say 30 results in a response rate of 10.

2.2 Analysis of Competitors and Market Dynamics

Recent competitive analysis indicates that MDIS and Siemens Nixdorf are major potential competitors in the healthcare market. However, Data General have agreed to consult sales staff before providing INPUT with a definitive list of competitors to be appraised.

It is proposed that these companies would be profiled by INPUT in order to establish strengths and weaknesses for competitive comparison. This profiling would be incorporated into Chapter III of the final report.

The scope of this information would include, as comprehensively as possible, the following information:

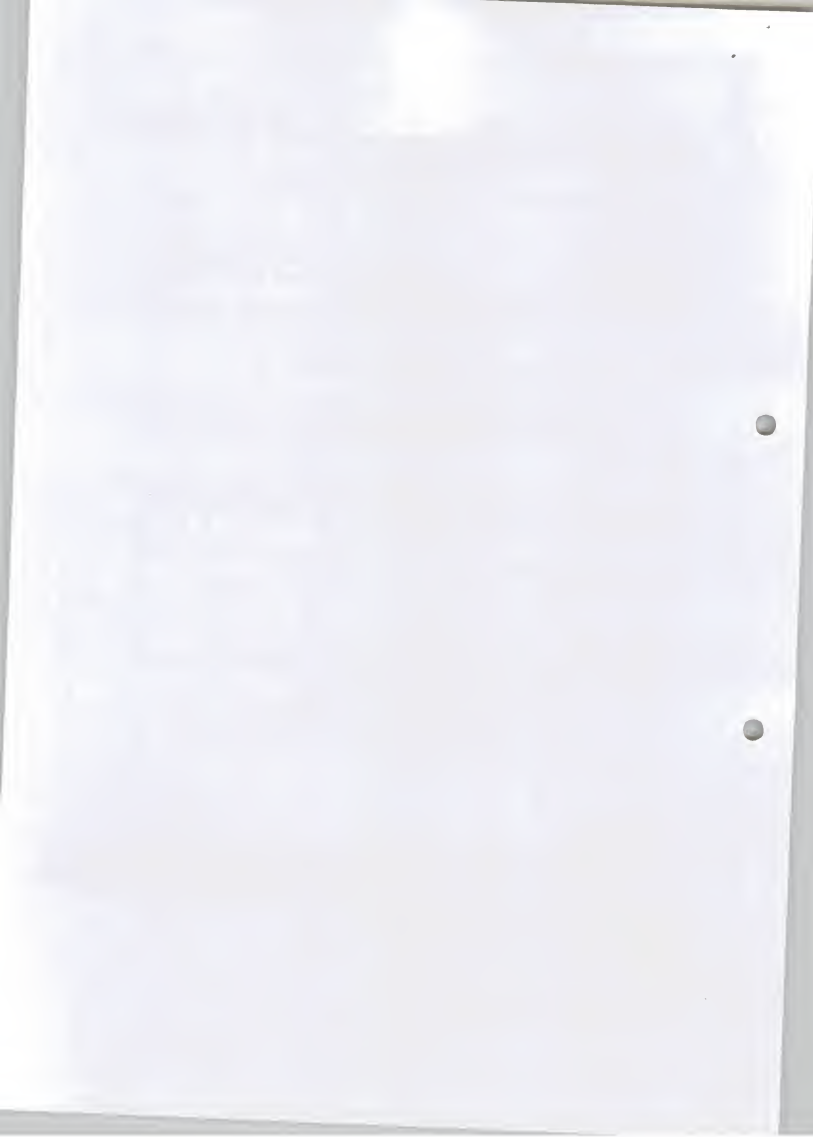
- Organisational structures
- Key contracts
- Estimated revenue/staff ratios (where possible)
- Vendor comparisons in the form of market positioning diagrams and SWOT analyses

input from Ken and Chris.
• *Device offerings in vertical in questions.*
In order to establish prevailing market dynamics and opportunities, it is also proposed that this research includes an assessment of the affect of a Labor government on future spending intentions.

3.0 Deliverables

An Executive Summary which will set out major findings and strategy recommendations plus:

- Chapter I - Research Methodology
- Chapter II - Analysis of User Perceptions
- Chapter III - Analysis of Competitive Environment and Market Dynamics



The style of the report would employ bullet points and exhibits where appropriate.

4.0 Timeline

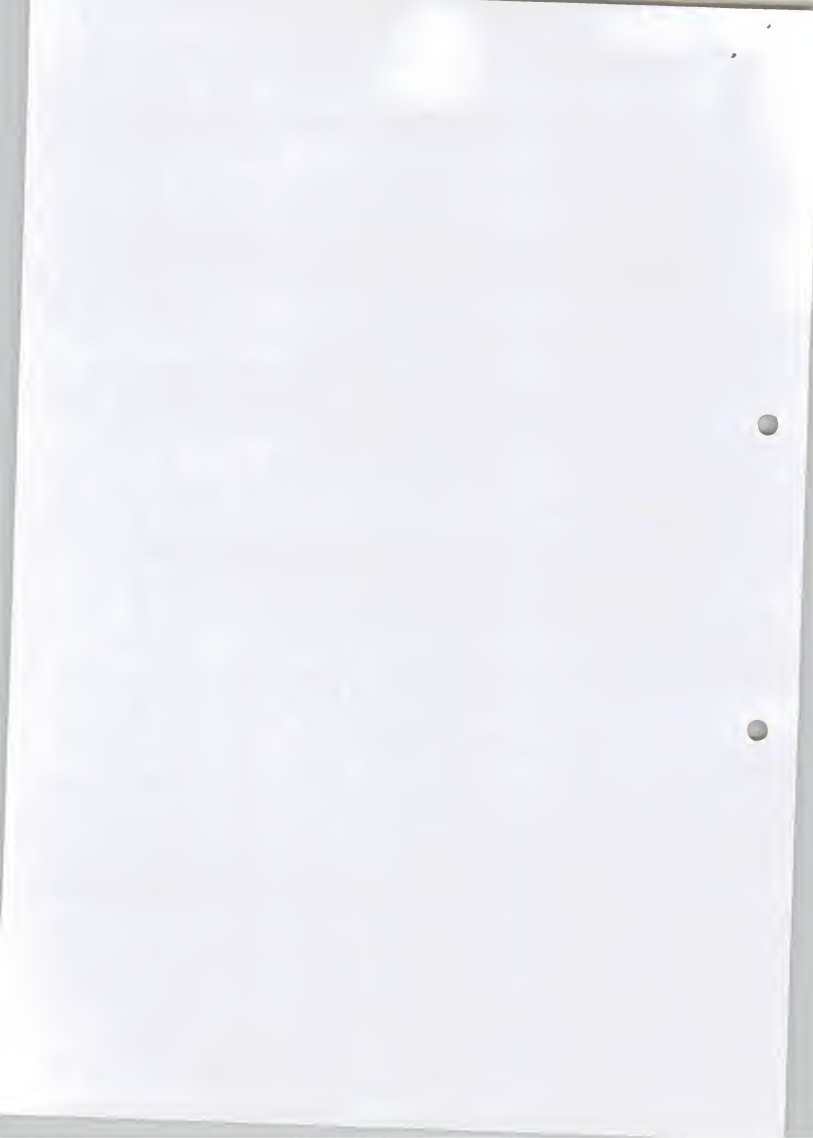
The timeline depends specifically on the number of interviews to be undertaken and the degree to which specific contacts need to be questioned. However, subject to confirmation, if Data General/IT Services are able to sign and return this proposal by 14.03.97, INPUT would be able to issue the report in draft by 25.04.97.

5.0 Responsibility and Experience

INPUT feels well placed to conduct this study for Data General/IT Services since it is focused on an area already researched by INPUT as part of its Customer Services Programme managed by Paul Connolly. Chris Harris, INPUT's Principal Consultant for Custom Consulting, has extensive IT market research experience and would be responsible for the overall conduct of the study.

6.0 Professional Fees

The fee for this research would be negotiated subject to the verification of sample sizes and clarification of report contents. Custom work is billable 50% on commencement and 50% on completion. Work may only proceed when a purchase order has been received and a proposal form has been signed.



Leslie
Beard



INPUT®

Cornwall House
55-77 High Street
Slough, Berks, SL1 1DZ
Tel: +44 (0)1753 530444
Fax: +44 (0)1753 577311
alowcock@input.co.uk

FAX TRANSMITTAL FORM

Date: ~~21 June 1997~~ 18/6/97
Name: Leslie Masih
Tel No 0161 876 7829
Fax No: 0161 877 1137
From: Andrew Lowcock

Confidential: ☒ Y ☐ N
Urgent: ☐ Y ☒ N
Page: 1 of 6

Dear Leslie,

Customer Satisfaction Study

As agreed with Chris, I attach a copy of the Draft CAP-RS questionnaire. I will prepare the background Excel sheet for you next week, pending suitable arrangements. If you could send me a copy of a previous surveys' background Excel sheet, so that I can approach the standards you employ. If you are using forms to enter data directly into the sheet, I can produce one of these too.

Many Thanks,

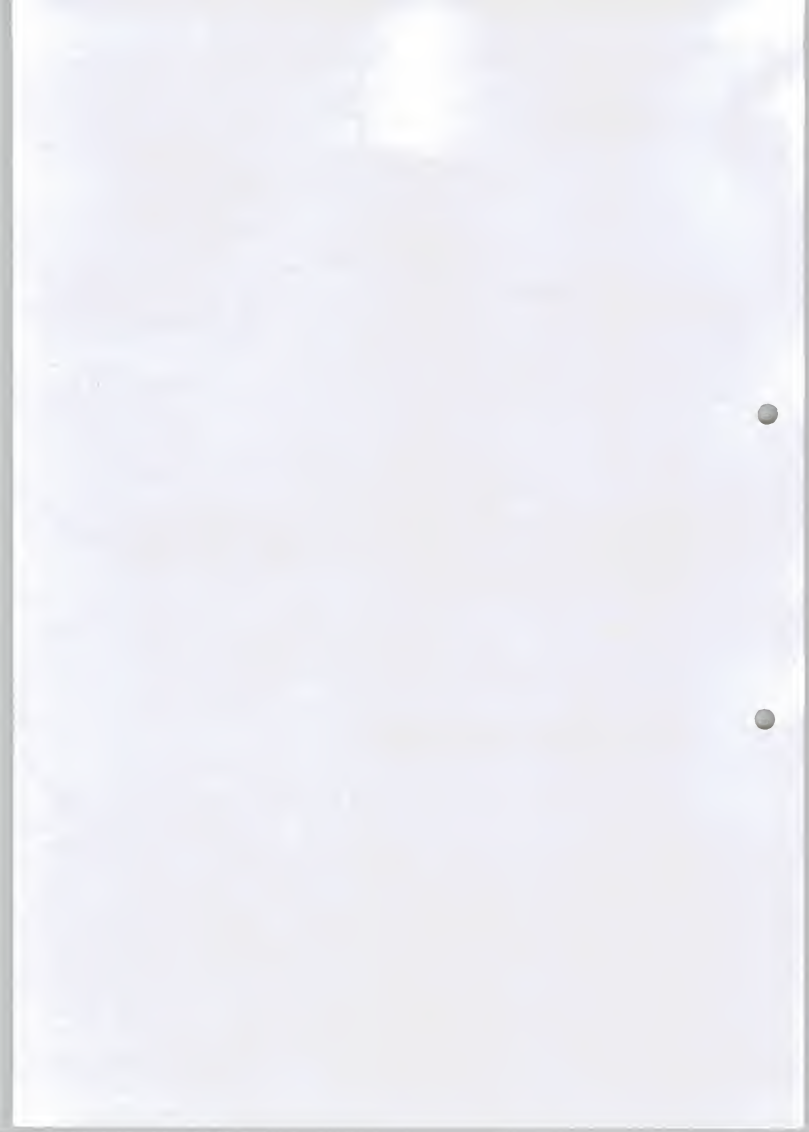
A.J. Lowcock

Andrew Lowcock

Research Analyst

Market Forecast Program / Custom Research

IT Software and Services Industry Analysis Practice



Resourcing & regeneration for the IT marketplace
BESPOKE CHANNELS LIMITED



16 June 1997

Teleresearch Costing - Customer Satisfaction Study

Activity Customer satisfaction study with respect to CAP-RS.

Objective Assessment of CAP- RS' service quality.

Teleresearch

UK 30 completed questionnaires @ £26-50 pcq¹

795-00

<i>Total invoice</i>	<i>795-00</i>
----------------------	---------------

All sums are exclusive of VAT and disbursements and subject to the terms and conditions of trading.

¹ Per completed questionnaire.

A unique research proposition for Input



FACSIMILE TRANSMISSION

To: Andy Lowcock

Fax Number : 01753 577 311

Pages : 3 (including cover page)

Date : 19/06/97

Engineering and general services for the IT marketplace
BESPOKE CHANNELS LIMITED**Leslie Masih**

Quay West, Trafford Wharf Road

Manchester M17 1HH

Telephone 0161 876 7829

Fax 0161 877 1137

email: l.masih@bespokechannels.co.uk

http://www.bespokechannels.co.uk/nbd

Subject : CAP RS Survey

Message

Dear Andy,

Many thanks for volunteering to produce the database screen - but one slight 'gitch'.

The screen has already been done in Access - and will email a copy to both you and Chris within next half hour or so. Also find attached a hard copy version of the screen.

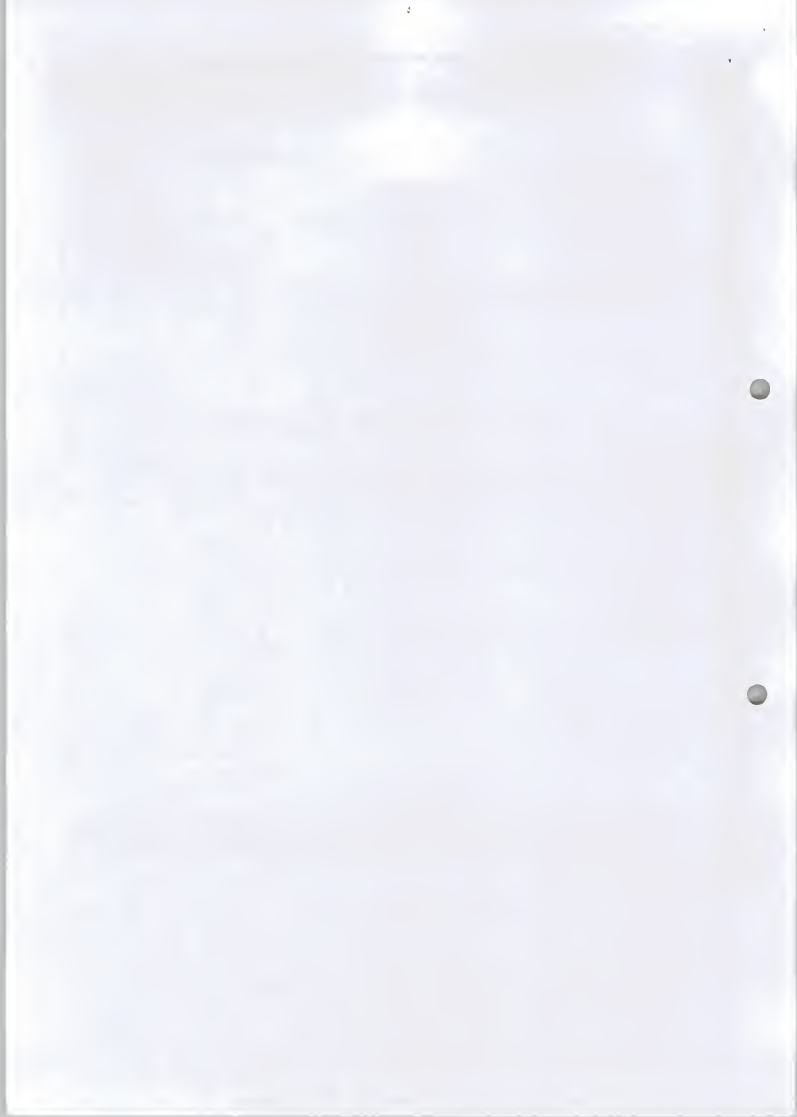
regards & many thanks,

Leslie Masih

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IN THE EVENT OF BAD TRANSMISSION PLEASE CALL +44(0)161 876 7829



CAP-RS Customer Satisfaction Survey

Company Bespoke Channels
 Address1 Quay West
 Address2 Trafford Wharf Rd
 City Manchester
 County
 Postcode M17 1HH

Telephone 0161 876 7829

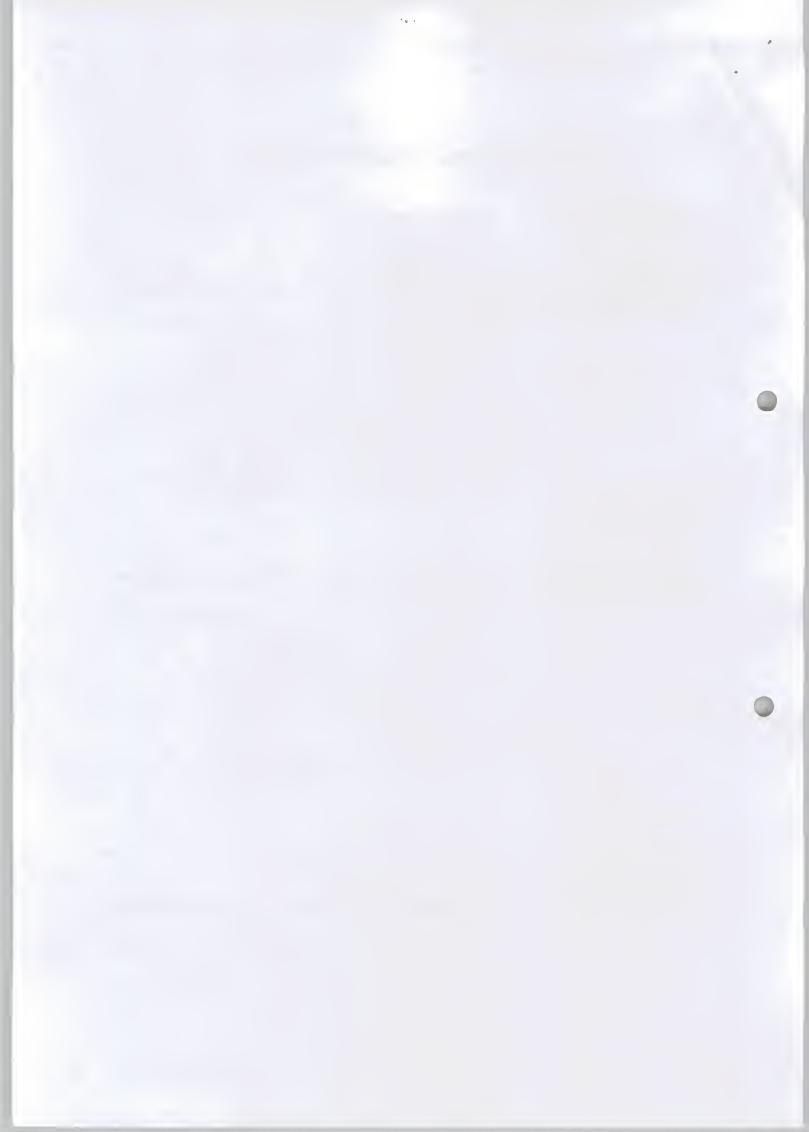
ID 3

Account Management Service Quality

Importance	Satisfaction
Availability of account managers	Availability of account managers
Frequency of contact	Frequency of contact
Professionalism of account managers	Professionalism of account manager
Sense of responsibility for goals	Sense of responsibility for goals
Flexible innovative approach	Flexible innovative approach
Willingness to compromise over conflicts	Willingness to compromise over conflicts
Willingness to take ownership of problems	Willingness to take ownership of problems
Continuity of personnel	Continuity of personnel
Level of bureaucracy	Level of bureaucracy
Co-operation with other vendors	Co-operation with other vendors
Aspects of account management service that you are pleased with	
Which aspects cause you concern	

Technical Service Support

Importance	Satisfaction
Overall technical service	Overall technical service
Handling of test bookings	Handling of test bookings
Availability of required test dates	Availability of required test dates
Pre-test meetings	Pre-test meetings
Understanding of your goals and objectives	Understanding of your goals and objectives
Testing procedures	Testing procedures
Testing frequency	Testing frequency
Test review meetings	Test review meetings
Availability of technicians	Availability of technicians
Test problem management	Test problem management
Most challenging element of test programme	
Areas of technical support needing improvements	
Why aren't test response forms always returned	



On-Site Subscriber Service

Importance	Satisfaction
Standard of hospitality	Standard of hospitality
Location of service centres	Location of service centres
Availability of European service centres	Availability of European service centres
Acceptability of accommodation	Acceptability of accommodation
Comfort levels of facilities offered	Comfort levels of facilities offered
Achievement of agreed support service	Achievement of agreed support service

Any areas where
improvement can be effected

Subscriber Communication

Importance	Satisfaction	Regarding Internet Communication:
Quarterly newsletter	Quarterly newsletter	Currently connected
User group conference	User group conference	to the Internet
Internet communication	Internet communication	If YES, % access
Regarding telephony:		Internet as
Speed of response	Speed of response	communication standard
Operator manner	Operator manner	
Availability of voice-mail	Availability of voice-mail	
Company	Service S/L/G	Other BC suppliers used

Services not supplied by CAP-RS
but supplied by competitors
Other services CAP-RS is
advised to supply

Overall Satisfaction

Overall	Areas for greatest improvements
Service provision	
Flexibility of approach	Renew CAP-RS contract
Vendor service culture	
Vendors financial strength	
Commercial terms and conditions	
Strength of partnership	
Business contribution	
Cost-effectiveness	



FACSIMILE TRANSMISSION

To: Andy Lowcock.
Fax Number: 01753 577311.
Pages: 2 (including cover page)
Date: 23rd July 1997.

Everytime you make contact with us, we're here.
BESPOKE CHANNELS LIMITED



Leslie Masih

Quay West, Trafford Wharf Road
Manchester M17 1HH
Telephone 0161 876 7829
Fax 0161 877 1137
e-mail l.masih@bespoke-channels.co.uk
<http://www.bespokechannels.co.uk/index>

Subject: CAP RS Satisfaction Survey.

Message

Dear Andy,
please find attached a copy of the CAP RS/SGRS
Survey.

10 completed questionnaires, with a view to getting an
additional 20 in the timescales attached.

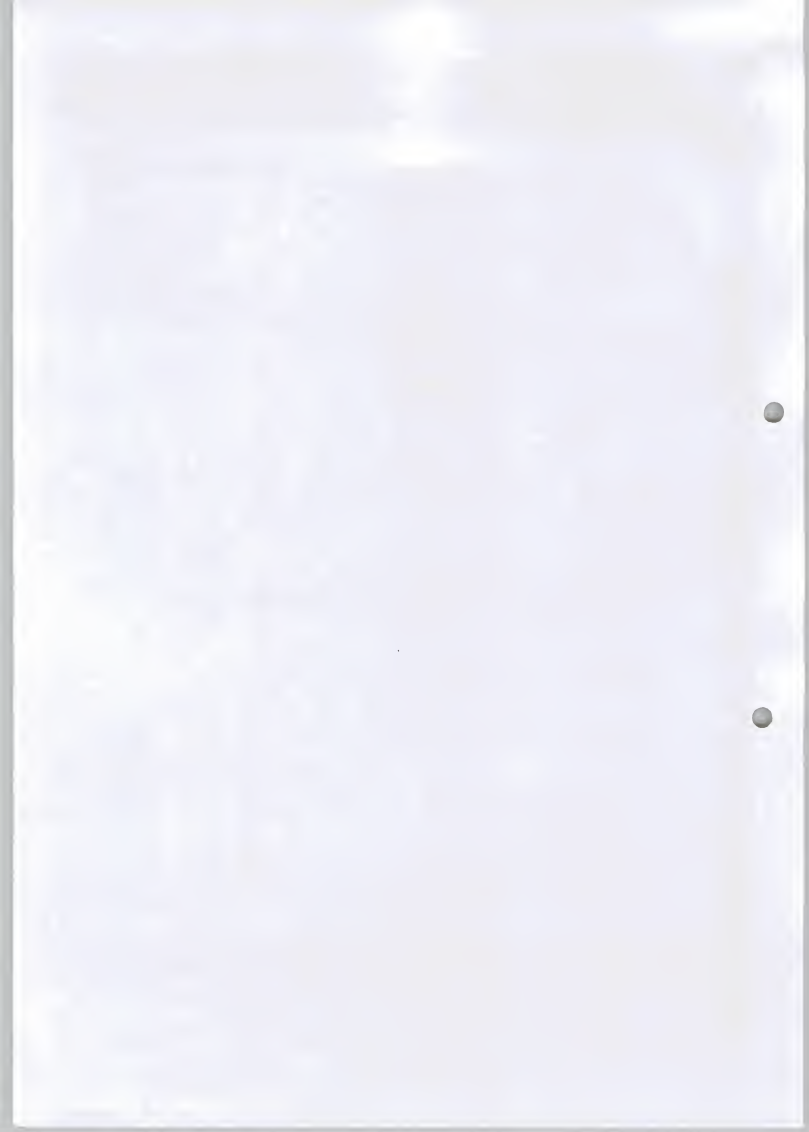
Regards
Leslie

P.S: Will speak to you in a bit to explain some of
the coding.

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Bespoke Channels Limited

Page 1 of 1

PROGRESS REPORT - Input/CAP RS Survey

<u>CoNAME</u>	<u>CB¹</u>	<u>RCB²</u>	<u>Completed</u>
1. Steamship Mutual		28 th July @ 9am	
2. BP International	hols(1 st Aug)		YES
3. Royal London		29 th July @ 10am	
4. Argos			
5. Chartered Trust	hols(28 th July)		
6. Mellon Bank	hols(4 th Aug)		YES
7. Express Gifts			
8. Lombard Bank	hols(4 th Aug)		
9. Grattan PLC	C/B		
10. SHL	NA(28 th July)		
11. Corporation of London	NA(25 th July)	23 rd July @ 4-30 ^{ish}	
12. The Pensions Trust			YES
13. ANZ Bank			
14. Sun Life of Canada	C/B		YES
15. Axis Resources			YES
16. Total Oil			YES
17. CMG			
18. Bristol City Council	NA(25 th July)		
19. Mecatta	C/B		
20. The Post Office	C/B	23 rd July @ 5 ^{ish}	
21. Natwest			YES
22. San Paolo			YES
23. Paine Webber			
24. Lloyds Bowmaker	hols(6 th Aug)		YES
25. Union Bancaire Privee			
26.azard Brothers & Co	hols(2 nd Aug)		
27. Willis Corroon Group	C/B		
28. Merrill Lynch (Europe)	C/B		YES
29. Hoare Govett		25 th July @ anytime	
30. CitiBank			

¹ Callback without contact established² Callback requested with a view to participating in survey



INPUT®

Cornwall House
55-77 High Street
Slough, Berkshire, SL1 1DZ
Tel: +44 (0) 1753 530 444
Fax: +44 (0) 1753 577 311

SAMPLE

FAX TRANSMITTAL FORM

Date: 21/7/97
TO: Name: Leslie Masih
Tel. No: 0161 876 7829
Company: Bespoke Channels
Fax No: 0161 877 1157
FROM: Andrew Lawcock
SUBJECT: Sq-RS Order

Confidential: Y/N
Urgent: Y/N

Page: 1 of 5
File: Chron
Contact
Other

Leslie,

Here is the relevant paperwork required
to start the work on Sq-RS.

Please contact me to determine
any further details.

Many thanks

Andrew.



Ques. Harnish



INPUT®

Cornwall House
55-77 High Street
Slough, Berkshire, SL1 1DZ
Tel: +44 (0) 1753 530 444
Fax: +44 (0) 1753 577 311

FAX TRANSMITTAL

Date:	17/03/97	Confidential:	Y / N
TO:	Name: Mr. Mick Williams	Urgent:	Y / N
	Tel. No: 01932 241402		
	Company: CAP-RS	Page:	1 of 6
	Fax No: 01932 810026 (F)	File:	
FROM:	Andrew Lowcock	Chron	
SUBJECT:	Custom Research Proposal	Contact	
		Other	

Dear Mick

As per your request, I am pleased to forward a proposal for custom research. Please return it as soon as you are able and if you have any queries, please do not hesitate to contact me. A copy of the proposal will also follow by post.

Regards



Andrew Lowcock
Custom Research Analyst



A Proposal to
Conduct Market Research

for

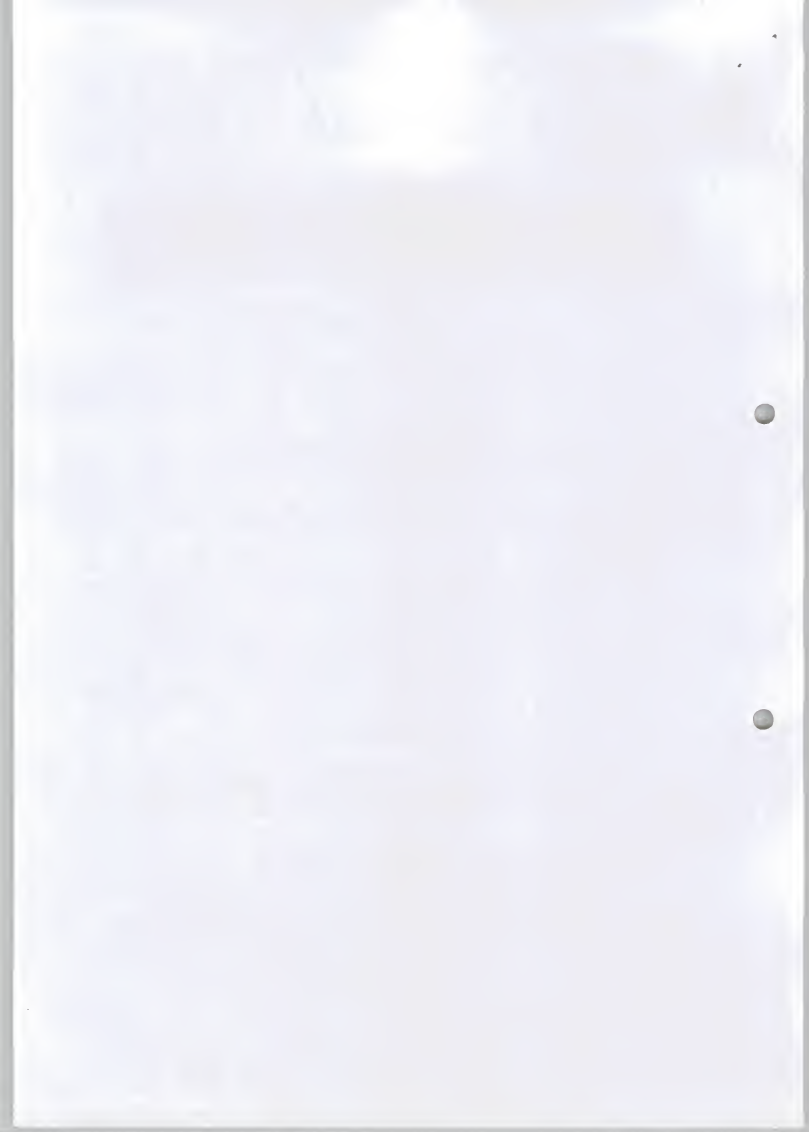
□-----CAP-RS-----□

Independent Customer Satisfaction Study

from INPUT, Ltd.

55-77 Cornwall House
Slough High Street
Slough, Berks SL1 1DZ
United Kingdom

March 1997



1.0 Background and Objectives

INPUT estimates that in Europe the Business Continuity Services market grew by 14% from \$712 million to \$810 million between 1995 and 1996, and expects growth of 15% during 1996 to 1997. While the growth in the marketplace is creating new opportunities, CAP-RS attaches key importance to retaining current clients through provision of high levels of customer service.

INPUT has been requested to independently assess the satisfaction of CAP-RS clients in five critical service areas:-

- a) Ongoing service support including account management and client mailings
- b) On site technical support
- c) On site customer service
- d) Customer communications
- e) User perceptions of competition

In addition, the survey will also be used evaluate customers' readiness for communication via the Internet and provide the opportunities for customers to comment on CAP-RS's service standards in relation to competition.

2.0 Methodologies and Scope

User perceptions of existing customers will be elicited by a series of 30 telephone interviews undertaken by INPUT. To improve the quality of responses, a copy of the questionnaire will be faxed to the respondent for reference. Interviewing time will be restricted to 20-25 minutes maximum.

A draft questionnaire will be provided by INPUT for ratification by CAP-RS prior to project commencement.

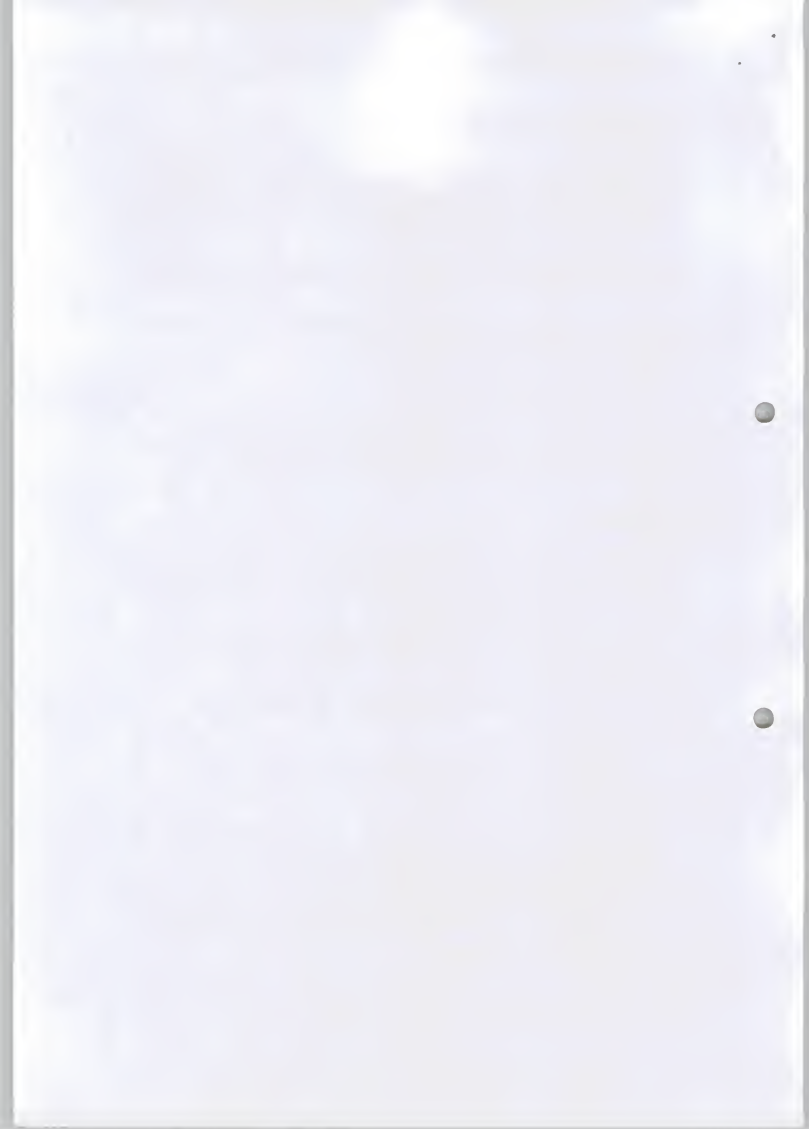
Proposed issues to be covered in the questionnaire are as follows:-

Ongoing Service Support

- Availability of Account Managers
- Contact Frequency of Account Managers
- Professionalism of Account Managers
- Continuity of Account team personnel

On Site Technical Support

- Extent that technical needs are met
- Satisfaction with testing procedures
- Frequency of testing
- Handling of test failures and satisfaction / importance of test review meetings
- Extent of unfulfilled needs



On Site Customer Service

- Corporate hospitality
- Acceptability of accommodation arrangements
- Comfort levels of facilities offered to customers

CAP-RS Customer Communications

- Satisfaction/Importance of the quarterly newsletter
- Satisfaction/Importance of the user group conference
- Attractiveness of Internet based communication

User Perceptions of Competition

- Assessment of whether clients are using one or more business continuity suppliers
- Appraisal of customer perceptions of competitors
- Importance of price as a selection criteria

Concluding Section

- Overall Satisfaction
- Likelihood that the existing customer will renew its CAP-RS contract at the end of the term
- Name and Position of Client
- Categorization of client by business area
- Categorization of client by business volume

Each section will conclude with open ended invitation for other issues or comments to be stated by customers.

Action Required: CAP-RS has agreed to send questionnaires to the clients not participating in the telephone survey, with a view to increasing sample size. For inclusion in INPUT's analysis, these surveys must be returned to INPUT at least 6 weeks before the final delivery date of the report.

3.0 Deliverables

- Data produced and analysed in Excel spreadsheets.
- A report outlining the conclusions that may be drawn from the research data, split by vertical market and business revenue.
- If required, a presentation to customers attending the September 1997 user conference using Powerpoint slides illustrating key findings.

The report will include an analysis of each question individually and an executive overview of critical issues of satisfaction. Bullet points and exhibits will be employed where appropriate.



4.0 Timeline

INPUT will conduct telephone interviewing as a background task during May and June and the research will be completed within one month of receipt of the postal questionnaires, but no later than 17th August 1997. The drafting, iteration and completion of the questionnaire has been allocated 2 days; Interviewing will be allocated 4.5 days; and analysis and report writing will be completed within 5.5 days.

Additional time of 1.6 days would be allotted for a presentation.

5.0 Responsibility and Experience

INPUT feels well placed to conduct this study for CAP-RS given its expertise in IT customer service issues analysed in its ongoing research programs. Andrew Lowcock, INPUT Analyst for Custom Consulting, has extensive IT market research experience and would be responsible for the overall conduct of the study.

6.0 Professional Fees

- The professional fee for the strategy report and supporting research is £6,000.
- If required, INPUT would be able to present a summary of the findings at a user conference via a Powerpoint presentation, at an additional cost of £800.

Expenses will be billed separately and are unlikely to exceed 10% of the project cost.

Custom work is billable 50% on commencement and 50% on completion. The above fees do not include V.A.T at 17.5%.



7.0 Authorisation

To authorise this research project as specified above, please sign and return a copy of this proposal to INPUT, Ltd. at Cornwall House, 55-77 Slough High Street, Slough, Berks SL1 1DZ.

Authorised by:

CAP-RS

Signature

Name

Title

Date

INPUT, Ltd.

Signature

Name

Title

Date



Questionnaire	Draft	Days
	Full	1
Interviews	30 Respondents	4.5
	Analysis	2.5
Report	Authoring	3
	Total	12
Presentation		1.6



Hitachi agreement brings Europe's biggest DR to CAP-RS

The HDS Skyline, the world's fastest mainframe computer system, will be at the hub of a new disaster recovery service when it is installed at the Hoddesdon Recovery Centre.

The new service will provide disaster recovery for both CAP-RS and Hitachi customers who require a large single system image, an ultra fast processor or who have installed or intend to install a Skyline system.

Total value of this joint marketing agreement is in the region of £6 million.

The arrangement started earlier this year with the installation of an HDS GX 8424 processor at Hoddesdon, and later this year, the GX processor will be replaced with an HDS Skyline 42 system, four times the power of the displaced IBM 600J, and a further 600Gb of DASD with additional cartridge drives.

"As a result of this joint venture," said CAP-RS Managing Director Barry Shaw, "CAP-RS will have the largest single processor image dedicated to disaster recovery in Europe and probably the world. It will offer an unrivalled level of capacity and performance."

"This venture is an excellent example of a partnership which will provide substantial benefits to both parties: to CAP-RS the advantages of having a large state of the art processor; to HDS the enhancement of their services by being able to provide disaster recovery to Skyline customers with the assurance that the service will be provided by CAP-RS professionals with unrivalled facilities."



The HDS Skyline Series Model 82 which offers an approximate 70 per cent performance improvement over the IBM 9021-9K2, fit less than 40 per cent of the space, and requires less than 45 per cent of the power of the 9K2.

Skyline out-performs all others

"Delivers twice the performance in less than half the space."

That was how Hitachi Data Systems announced the Skyline Series when it was launched.

"This new enterprise computer system also reduces power consumption and cooling costs by more than 70 per cent," continued the announcement.

HDS Skyline incorporates an innovative integrated circuit technology that permits users to

achieve significantly greater performance without imposing any requirements for software changes.

Fully compatible with major industry-standard operating systems and software, HDS Skyline is supported by the HDS Osiris™ client/server distributed operating system.

Enhanced service and support are provided by the HDS proprietary Hi-Track™ CPU remote diagnostic system.

Acquisition of Datashield was one hundred per cent

CAP-RS acquired 100 per cent of Datashield Limited from the French group, Sogeris SA, announced the Sema Group in February.

In a press statement, Barry Shaw, Managing Director of CAP-RS, said: "This acquisition gives us not only expanded geographic coverage in the UK but also expanded computer power to serve large IT users. In the present environment, most businesses are re-assessing their vulnerabilities and they will look to companies like CAP-RS to mitigate their risks."

The Sema Group announcement confirmed that the Datashield/Sogeris agreement for mutual back-up between sites in UK and Europe would continue for existing customers.

User Group hear of CAP-RS financial stability

Managing Director Barry Shaw told former Datashield customers at the CAP-RS User Group in March that CAP-RS was a customer-driven company that was not only bringing to them more financial stability, but also entrepreneurial skill and growth.

CAP-RS had bought Datashield, he said, because it was a good company with a good site and good people, and he assured users that his company was adding a broad platform of services.

"I believe the market place is going to multiple platforms and it is going to business recovery," said the Managing Director. "It is going in mainframe terms to the top end of the mainframe market and it is going into such areas as electronic vaulting. We have both the finance and the technical capability within CAP-RS and our parent Sema Group to do that."

Sales and Marketing Director Mick Williams had earlier told the User Group Conference that CAP-RS was now the biggest business continuity provider in Europe. The company had started in disaster recovery only, but over the past three years, there had been considerable investment and time in business continuity - user-oriented recovery rather than IT-oriented recovery - and CAP-RS now had more than 2,000 seats under management in Europe.

"The basis of the company's business continuity services is a desk, chair and telephone which can be overlaid with any required technology from PCs to sophisticated banking dealer systems.

"In fact," he added, "the whole world of disaster recovery products is now available in CAP-RS."

Looking ahead, Mick Williams said that CAP-RS had set itself the challenge of taking the turnover up from £6.7 million to £16 million, to be achieved by organic growth and acquisition.



CAP-RS directors welcome the new officers of the User Group. From left to right: Technical Support Director John Kersey, Sales and Marketing Director Mick Williams, Managing Director Barry Shaw, User Group Chairman "Rocky" Wrotniak and Vice-Chairman Philip Carter.

The acquisition of Datashield was a fundamental part of the strategy to grow the company significantly, and a number of other companies in the disaster recovery field were being investigated. He assured delegates that User Group companies would be kept informed of the growth as it occurred.

The User Group Conference, the first since the Datashield acquisition, was held at the UK and European Headquarters of Hitachi Data

Systems at Stoke Poges in Buckinghamshire, and HDS UK Managing Steve Jacques was invited to give a presentation on Hitachi and the HDS Skyline system.

He said that it was the firm belief of HDS that it had a quality partnership with CAP-RS and that the combination of the skills of CAP-RS and HDS UK had the potential of being the best in the business with the added commitment of competitive pricing.

User Group will grow

Managing Director Barry Shaw has assured the User Group that it has a future under CAP-RS and that he looked to grow it.

"It may be of benefit to break it up into slightly different groups, perhaps a mainframe group, a Unix mid-range group and a business recovery group where there are special interests, or maybe all together," he told delegates at the User Group Conference.

Have you seen our videos?

A limited number of copies of the "Business As Usual" video are available. Lasting 40 minutes, it uses CAP-RS case studies to explain the importance of contingency planning. The four-minute CAP-RS "Business Recovery Service" video is also available. Clients interested in these videos should contact their Account Manager.

Rocky and Philip take over

Dave "Rocky" Wrotniak, of the Co-operative Bank, was elected Chairman at the CAP-RS User Group Conference in March, and Philip Carter, of the First National Bank, was elected Vice-Chairman.

"Rocky" Wrotniak is Team Leader of the Business Planning Group at the Co-operative Bank where he has worked for 23 years, always in connection with IT, and he is responsible for disaster recovery and disaster planning.

Philip Carter has worked for First National Bank, part of the Abbey National Group, for five years. His 24-year career in IT has included the past 10 years in business continuity. He is Head of Computer Audit and Security and is responsible for the Group's disaster recovery plans.

John Cooke, of the Royal Liver Assurance, was the previous Chairman and "Rocky" Wrotniak thanked him for his valuable contribution and organisation during his years as Chairman.

Management team restructured for growth

Over the last three years, CAP-RS has grown from a two-site Disaster Recovery company employing fewer than 30 people to a seven-site Business Continuity company employing over 60 staff.

The successful expansion of the company has, of course, included the acquisition of Datasield, offering the opportunity to strengthen both the quality and the amount of expertise available to provide service to the company's subscribers.

To ensure that the strengths of CAP-RS are maximised and resources deployed in the most effective manner, it has been necessary to restructure the management team to reflect the changing needs of the business.

Two new areas of responsibility have been identified as requiring discrete and focused management attention. The first is the role of Facilities Director which has been filled by Nigel Rothwell who had previously been responsible for running two of the recovery centres. The second role is that of Commercial Director. This position has been taken on by John Kersley who had previously run the Technical Support Group. John will be responsible for all purchasing decisions and, perhaps more important, for defining and delivering new CAP-RS services both in the UK and overseas.

Howard Kempton has replaced John as Technical Services Director and completes an otherwise unchanged management team.

In a message to all clients following the restructuring of the team, Managing Director Barry Shaw said: "Each member of the management team has a role to play in ensuring satisfaction with the services we provide, so clients should not hesitate to contact any member of the team if they have a query or comment on the service they experience."



Barry Shaw, Managing Director.



*Mick Williams,
Sales & Marketing Director.*

*Below: Howard Kempton,
Technical Services Director.*



*Above: John Kersley,
Commercial Director.*



Nigel Rothwell, Facilities Director.



Above right: Cheng Yee, Accountant.



Iain Kenning, Financial Controller.

No problems for CAP-RS in a disaster of its own

When the London Docklands bomb caused so much devastation in February, the CAP-RS recovery centre in the heart of the Canary Wharf was also affected, but the company proved without any problems that it could cope very quickly with a disaster of its own.

It is a matter of pride to CAP-RS that the bomb did not affect one iota the company's ability to support its customers.

The Docklands recovery centre was closed down and all the activity transferred into the Wapping centre. Two customers invoked and were supported in Wapping from the Saturday morning, the day after the bomb blast, and were soon up and running, which was very much a

measure of the strength that CAP-RS was able to offer its customers, particularly on the business continuity side.

Sales and Marketing Director Mick Williams told the User Group Conference in March that CAP-RS was unique in that it was the only disaster recovery company in the world that could claim that while servicing five customers during a bombing campaign, it was also coping with a disaster of its own in a recovery centre with holes blown in it.

In fact, CAP-RS was so involved in the bombing aftermath that Mick Williams was one of the first in the business community to be interviewed by the national press, and he was able to recount how comfortably his company could deal with such a situation on a national as well as international basis.

International rescue is also our business

It will come as no surprise that the CAP-RS reputation for efficient and successful disaster recovery services and planning is growing throughout the world.

The CAP-RS objective is to offer clients the capability of worldwide disaster recovery; in other words, the flexibility that allows a company's burnt-out office in Hong Kong to be recovered from Hong Kong itself or even from Singapore or London.

The widespread reduction in the cost of communications networks means that the ability of CAP-RS to provide international disaster recovery is enhanced, and the successful for-

mation of global communications alliances allows the company to move clients to centres not only within the same country, but also to other countries if necessary.

As a leader in the UK, CAP-RS has met success in forming partnerships around the world, because the formula of cost effective, flexible service has global appeal.

For instance, the company is very active in Singapore and Germany and is undertaking studies or in the process of forming alliances in Kuwait, Bahrain, Turkey, Ireland, Australia, United States and South Korea.

The CAP-RS International Rescue net continues to spread.

Quick recovery after the bomb

Among the companies put out of action by the Docklands bomb in February was Yamaichi Information Systems, which is the data centre for the London Securities Operation of the worldwide securities and banking group, but thanks to CAP-RS, the Yamaichi system was fully recovered and up and running at the Hoddessdon Recovery Centre within 11 hours.

Martin Osborne, Data Centre Manager at Yamaichi, and Paul Devlin, Operations Manager, told the User Group Conference how all the plans and procedures tested with CAP-RS worked exactly as required during the invocation.

In fact, the two Yamaichi executives repeatedly stressed to their fellow User Group members the importance of testing the disaster recovery plan as often as possible.

They pointed out that the invocation involved a considerable amount of very hard work, but as the result of the prior testing and the good relationship with CAP-RS, both the Yamaichi services, as well as those of their customers, were running at Hoddessdon only 11 hours after the bomb blast.

Martin Osborne explained that although the invocation forced on them by the Docklands bomb was not a welcome experience, his operation had learned some valuable lessons from it.

A full account of the Yamaichi presentation is included in the User Group minutes which have been sent to all members.

Tech support answers the challenge

Following the acquisition of Datashield by CAP-RS, the two sets of technical support services have been quickly and successfully amalgamated.

Although both CAP-RS and Datashield offered back-up services to the IBM and compatible mainframe market place, CAP-RS also offered large-scale business recovery services, and to complement these, a host of other processing platforms were offered including AS/400, RS/6000, DEC, PC and LAN, Sun, Stratus and NCR - or indeed any platform requested by a customer.

It was always the intention for the CAP-RS mainframe service to migrate from its old location at Walton-on-Thames to a larger facility, and the option of utilising the custom-built back-up facility at Hoddessdon was too good to miss.

Since March, the mainframe facilities at Walton have gradually been relocated to Hoddessdon, adding to the existing installations.

These mainframe configurations are now also complemented by fixed and mobile AS/400 and RS/6000 processors, along with a large DEC

configuration. Mobile DEC facilities are also available. This, coupled with the recently-installed new Hitachi GX8 processor, now provides a range of back-up facilities second to none in the UK disaster recovery market place.

To accommodate this increase in capability, CAP-RS has been busy building additional operating bridge areas at Hoddessdon to allow for increased multiple client testing, or indeed multiple invocation situations. It is not unusual for four or five client tests to take place simultaneously with absolutely no risk to client security, both for data and personnel.

The PC/server area has experienced particularly significant growth, and CAP-RS has large numbers of PCs and servers which are not only available from all its business recovery centres, but can also be moved to client premises in the event of localised problems.

The establishment of the Technical Services Division is an important innovation since the Datashield acquisition. Headed up by Howard Kempton as Technical Services Director, the new division is providing the highest level of technical support to the CAP-RS client base.

CAP-RS

The Contingency Company

CAP-RS (Contingency and Planning Recovery Services Limited) is a member of Sena Group plc providing the most comprehensive disaster recovery capability throughout Europe.

For further information contact:

Mick Williams
Sales & Marketing Director
CAP-RS
Bridge House, Bridge Street
Walton-on-Thames
Surrey KT12 1AL
Telephone: 01932 241402
Facsimile: 01932 242975



SEMA  GROUP



CAP-RS
The Contingency Company

Service Overview

CAP-RS has brought together a range of sophisticated Services designed to provide tailored recovery programmes for each discrete subscriber. The scope and flexibility of the product range enables CAP-RS to provide a complete end-to-end service, or to provide a single module upon which a recovery strategy may be built.

DISASTER RECOVERY SERVICE

Large IBM Mainframe configurations, located in a purpose built facility, are kept in a total state of readiness to meet any unscheduled event which would preclude the subscriber from using its own facility. The Service is provided with a free testing allowance and technical support to enable subscribers to prove and refine their recovery process

MID - RANGE SERVICES

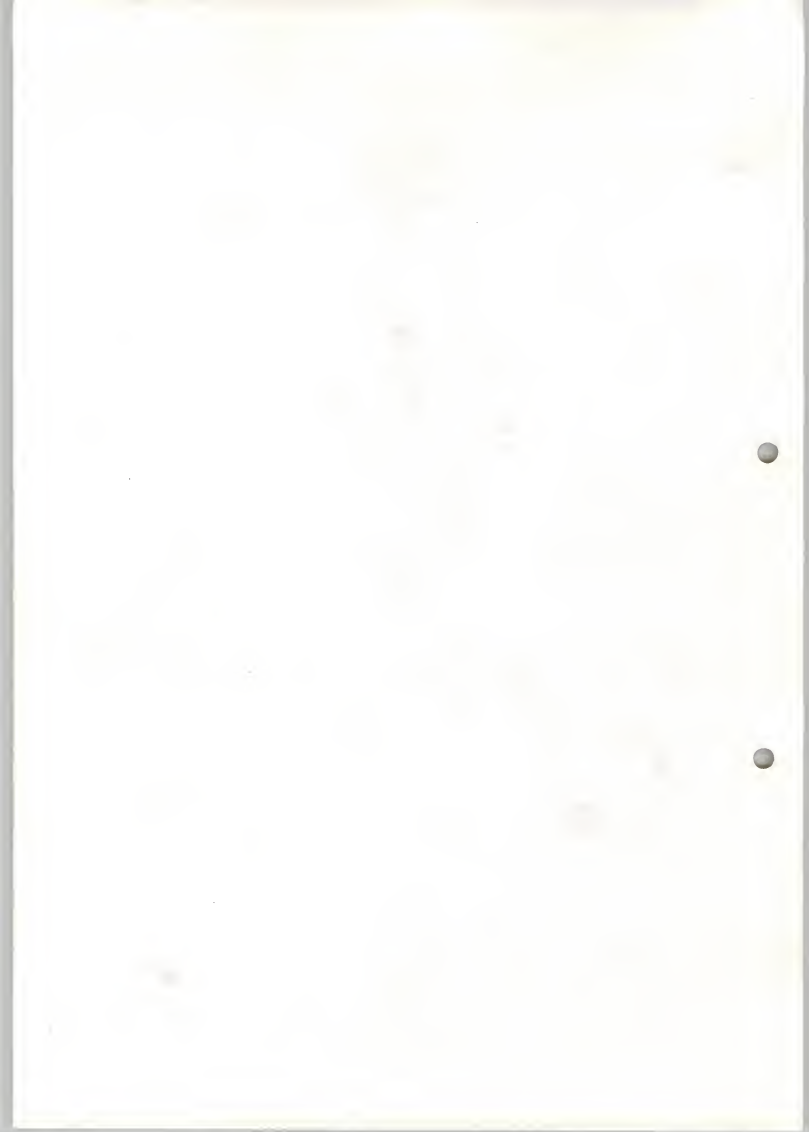
Standby processing for mid range machines, available either from static Recovery Centres or from Mobile Units which can be delivered to site, include IBM AS400, IBM RS6000, DIGITAL, STRATUS, HEWLETT PACKARD and NCR (AT&T).

BUSINESS CONTINUITY SERVICE

This service is specifically designed to meet the needs of the end user, regardless of the type of business in which they are involved. The service is modular with a 'Position' (comprising of a desk, chair and telephone) being the initial building block. A Position can then be overlaid with any type of technology required, typically PCs. Information feeds, dealing technologies, voice recording and sophisticated telephony are all available at Business Recovery Centres.

PROFESSIONAL SERVICES

Professional Services are available to subscribers to ensure that Recovery Strategies are created in a viable manner, and will work if called upon. Determination of critical systems, security policy reviews, security audits, and the development of recovery plans are all areas where external expertise can prove invaluable.



THE SYSTEM

ADEQUACY OF TASK	EXCELLENT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	POOR
FULFILLMENT OF CONTRACTED REQUIREMENT		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
READINESS AND AVAILABILITY		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
RELIABILITY DURING TEST		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
COMMENTS							

THE TEST

(please feel free to be liberal with your comments)

DO YOU CONSIDER THE TEST A SUCCESS? YES ☐ ☐ NO

DID YOU ACHIEVE YOUR OBJECTIVES? ☐ ☐

DO YOU CONSIDER THAT YOU HAVE GAINED FROM DOING THIS TEST? ☐ ☐

WHAT, IF ANYTHING COULD YOUR CO-ORDINATOR HAVE CONTRIBUTED TOWARDS MAKING YOUR TEST MORE SUCCESSFUL?

WHAT, IF ANYTHING COULD CAP-RS HAVE CONTRIBUTED TOWARDS MAKING YOUR TEST MORE SUCCESSFUL?

ARE THERE ANY OTHER SERVICES OR FACILITIES YOU FEEL THAT CAP-RS COULD PROVIDE.

ANY OTHER COMMENTS.

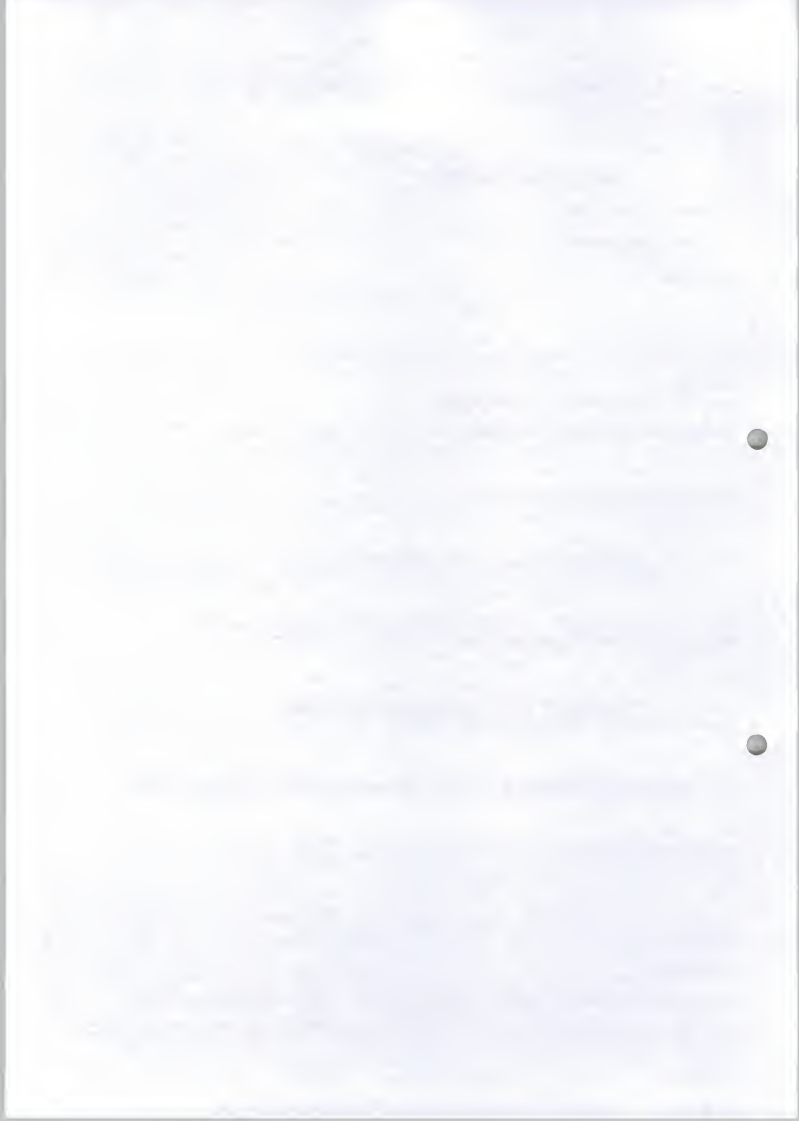
SIGNED _____

NAME _____

POSITION _____

DATE _____

(Please return to BRIGID MOSTON CAP-RS GEDDINGS ROAD, HODDESDON, HERTS EN11 0NW)



CUSTOMER TEST ASSESSMENT FORM

CUSTOMER NAME _____

PLATFORM _____

CO-ORDINATOR _____

TEST DATES _____

In a continuing effort to provide a high standard of disaster recovery that you have come to expect of CAP-RS, we invite your feedback as to how you feel we have performed towards making your test as successful as possible.

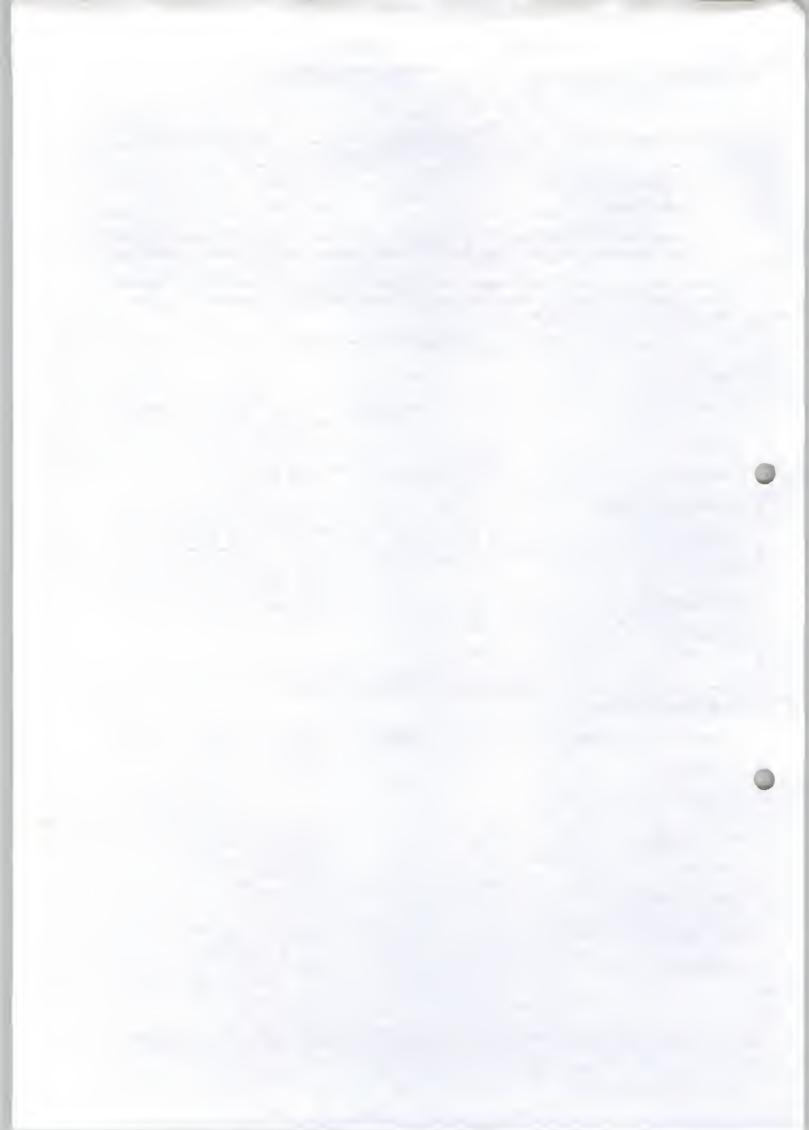
We would greatly appreciate a few minutes of your time to fill out this questionnaire. Where you feel that extra comments would be beneficial, please use the the areas provided and add further sheets as necessary. Please return this form to Brigid Moston.

THE SITE

	EXCELLENT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	POOR
ACCESS		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
SECURITY		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
PARKING		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
GENERAL FACILITIES		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
CANTEEN		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
SUITE		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
TELEPHONE/FAX		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
COMMENTS							

YOUR CO-ORDINATOR

	EXCELLENT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	POOR
PROMPTNESS/PUNCTUALITY		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
APPEARANCE		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
MANNER		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
HELPFULNESS		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
FLEXIBILITY		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
TECHNICAL ABILITY		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
READINESS FOR YOUR ARRIVAL		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
COMMENTS							



CAP-RSTM

The Contingency Company

BY FACSIMILE

TO: CHRIS HARRIS
COMPANY: INPUT
FROM: Mick Williams - Sales and Marketing Director
DATE: 10.3.97
SUBJECT: CUSTOMER SATISFACTION SURVEY
FAX NO.: 01753577311
NO. OF PAGES: 1 OF 1

Chris,

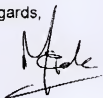
Sorry its taken me so long to get back to you.

I believe that the outstanding issues are as follows:

- 1) size of sample for telephone survey - please use 30.
- 2) Report/presentation - please quote for both

I trust that you now have sufficient information to provide a proposal, if not please call me.

Regards,





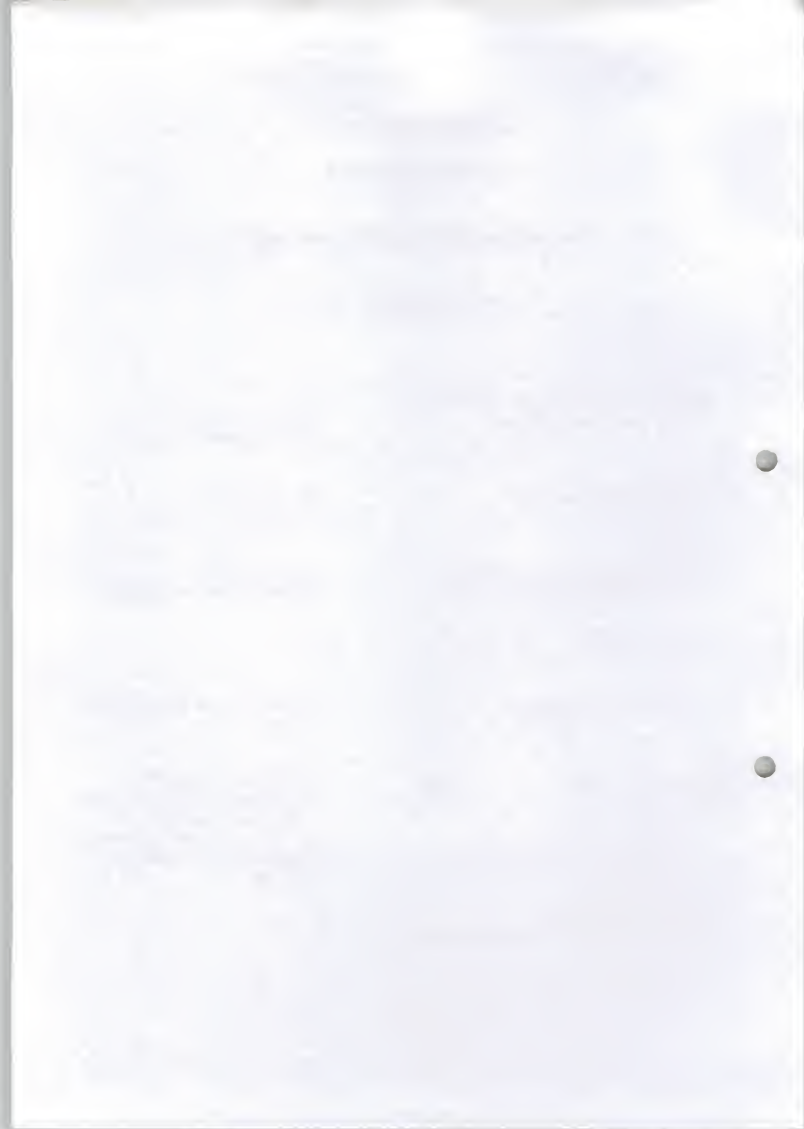
**CAP-RS USER GROUP
AUTUMN CONFERENCE**

**21ST NOVEMBER
1996**

THE SHEPPERTON MOAT HOUSE HOTEL

AGENDA

- | | | |
|-------|---|---|
| 09.30 | Arrival, Registration and Coffee | |
| 10.00 | Chairman's Welcome | DAVE WROTONIAK
The Co-operative Bank Plc |
| 10.10 | Crisis! What Crisis? | PETER MOORE
Consultant |
| 10.50 | Emotional and Psychological
Effects of Disasters | JOHN PARKER
Centre for Crisis Psychology |
| 11.40 | Break | |
| 11.45 | Closed User Session | (coffee will be served during this
period) |
| 12.30 | Risk Crisis | EDWARD BORODZICZ
Course Director in Risk, Crisis &
Disaster Management -
Scarman Centre for the Study of
Public Order, University of
Leicester |
| 14.15 | Year 2000!!! | |
| 15.00 | Response to Closed User Session | |
| 15.30 | Close | |





Cornwall House
55-77 High Street
Slough, Berkshire SL1 1DZ
Tel. +44 (0) 1753 530444
Fax. +44 (0) 1753 577311
e-mail. info@input.co.uk

5 June, 1997

Mr. Mick Williams
Sales and Marketing Director
CAP-RS
Bridge House
Bridge Street
Walton-on-Thames
Surrey
United Kingdom
KT12 1AL

Dear Mick,

As previously agreed, I enclose a second draft copy of the customer satisfaction questionnaire, updated to accommodate the feedback from yourself. Again, please review this questionnaire and reply with any additional questions or comments to more accurately judge the satisfaction of your subscribers.

If this questionnaire is entirely to your satisfaction, then we would like to commence interviewing shortly, and would request the telephone interview sample.

Again, if you have any further questions please do not hesitate to contact me on the above number or via email at: - alowcock@input.co.uk, and I will look forward to receiving your input.

Yours sincerely

Andrew Lowcock
Custom Research Analyst

INPUT LTD.
Registered in England No : 1470416.
Registered Office : Rolls House,
7 Rolls Building, Fetter Lane
London EC4A 3NH
VAT Registration No.: GB 340 3422 04

FRANKFURT
LONDON
NEW YORK
PARIS
SAN FRANCISCO
TOKYO
WASHINGTON D.C.



Mr. Mick Williams
Sales and Marketing Director
CAP-RS
Bridge House
Bridge Street
Walton-on-Thames
Surrey
United Kingdom
KT12 1AL

Dear Mick,

We are pleased to have received your faxed acceptance of our proposal for a Custom research study into the satisfaction of CAP-RS clients, dated 29th March 1997. I have been on holiday and out of the office for the past two weeks, but will now be available throughout the summer. Following your acceptance, and as stated in the proposal, we do require an initial payment of £3,000 to prior to commencement. I am looking to initiate work on the project this month, and as such, would be pleased to receive this payment and a purchase order as soon as possible. This will enable me to start work on the questionnaire, a draft copy of which will be sent to you within two weeks of receipt of the payment.

Again, if you have any further questions please do not hesitate to contact me on the above number or via email at:- alowcock@input.co.uk

Yours sincerely

Andrew Lowcock
Custom Research Analyst



INPUT®

Cornwall House
55-77 High Street
Slough, Berkshire, SL1 1DZ
Tel: +44 (0) 1753 530 444
Fax: +44 (0) 1753 577 311

FAX TRANSMITTAL

Date:	05/06/97	Confidential:	Y / N
TO:	Name: Mr. Mick Williams	Urgent:	Y / N
	Tel. No: 01932 241402		
	Company: CAP-RS	Page:	1 of 6
	Fax No: 01932 810026 (F)	File:	
			Chron
FROM:	Andrew Lowcock		Contact
SUBJECT:	Custom Research Proposal		Other

Dear Mick

As per your request, I am pleased to forward a proposal for custom research. Please return it as soon as you are able and if you have any queries, please do not hesitate to contact me. A copy of the proposal will also follow by post.

Regards

Andrew Lowcock
Custom Research Analyst



Mr. Mick Williams
Sales and Marketing Director
CAP-RS
Bridge House
Bridge Street
Walton-on-Thames
Surrey
United Kingdom
KT12 1AL

Dear Mick,

Further to the fax sent on 17th March 1997, I enclose a copy of our proposal for our custom research project. Again, if you have any further questions please do not hesitate to contact me on the above number or via email at: - alowcock@input.co.uk

Regards

Andrew Lowcock
Custom Research Analyst





SAMPLE

FACSIMILE COMMUNICATION

DATE: 10th July 1997 REF JH/SW/215
FAX TO: Andrew Lowcock
COMPANY: INPUT
FAX NO: 01753 577311
SUBJECT: Customer Satisfaction Survey
FROM: John Hallums
NO. OF PAGES (INCLUDING THIS PAGE): 4

Andrew,

As discussed, I attach listing of Subscribers who can be contacted re
Customer Satisfaction Survey.

Regards,

John Hallums



CUSTOMER SATISFACTION

Laurie Briggs
Steamship Mutual
Tel: 0171 247 5490

Tom Gallen
BP International
Tel: 0171 496 5469

Pete Saward
Royal London
Tel: 01206 786650

Derek Nash
Argos
Tel: 01908 600645

Nick Clissol
Chartered Trust
Tel: 01222 296788

Paul Palmisciano
Mellon Bank
Tel: 0171 623 0961

Kevin Lonsdale
Express Gifts Ltd
Tel: 01254 872323

David Hearnden
Lombard Bank
Tel: 01737 776414

Mark Wicks
Grattan Plc
Tel: 01274 575511

Robert Mann
SHL
Tel: 0171 922 0025

Catherine Peterson
Corporation of London
Tel: 0171 332 3725

Bernardine McGinty
The Pensions Trust
Tel: 0171 636 5731

Colin Haddow
ANZ Bank
Tel: 0171 378 2082

Ed Ward or Iain Taylor
Sun Life of Canada
Tel: 01256 849339

Sue Hacking
Axis Resources
Tel: 01279 635000

Martin Deacy
Total Oil
Tel: 01753 738081

Peter Calvert
CMG
Tel: 0181 844 1080

Geoff Endicott
Bristol City Council
Tel: 0117 922 2101

Michael Moore
Mocatta
Tel: 0171 826 5461

Sharad Karia
The Post Office
Tel: 01252 528258

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Ceri Wright
Nat West
Tel: 0117 926 3293

Dee Horton
San Paolo
Tel: 0171 214 8000

Chris Childs
PaineWebber
Tel: 0171 422 2000

Glyn Gifford
Lloyds Bowmaker
Tel: 01202 299777

John Phillips
Union Bancaire Privee
Tel: 0171 369 1350

Doc Ref.: BPDR0851

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CUSTOMER SATISFACTION SURVEY

1. **Lazard Brothers & Co. Limited**
Eric Fisher - IT Manager 0171 448 2625
2. **Willis Corroon Group**
Grant Corrigan - Purchasing Manager 01473 222541
3. **Merrill Lynch Europe Limited**
Dave Onyons - Disaster Recovery Manager 0171 892 8135
4. **Hoare Govett**
Alan Ovenden - Systems Support Manager 0171 374 7394
5. **Citibank**
Kenny Niven - Business Recovery Manager 0171 500 7050





FACSIMILE COMMUNICATION

DATE: 10th July 1997
FAX TO: Andrew Lowcock
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REF: JH/SW/215

Andrew,

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Customer Satisfaction Survey

Regards,

John Hallums

0 - Na
- Cant Answer
- DK

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CUSTOMER SATISFACTION

SG-RS
in writing

Laurie Briggs
Steamship Mutual
Tel: 0171 247 5490

Tom Gallen
BP International
Tel: 0171 496 5469

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Royal London
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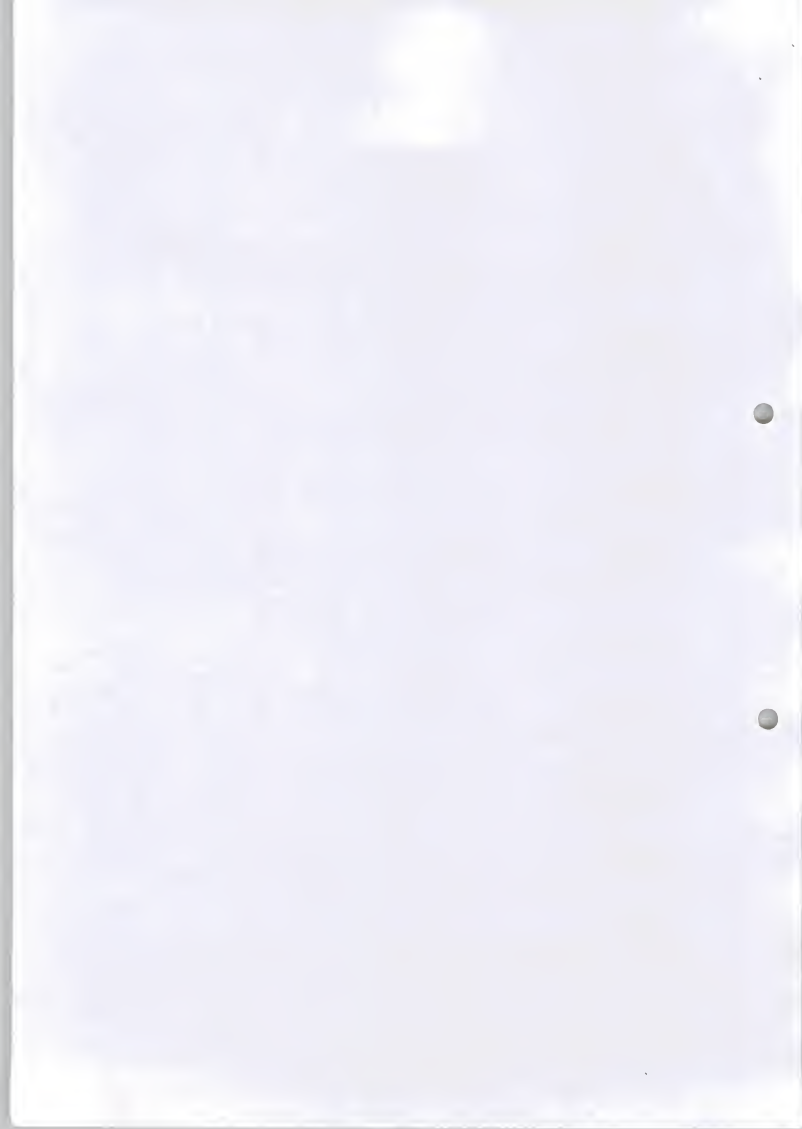
Michael Moore
Mocatta
Tel: 0171 826 5461

Sharad Karla
The Post Office
Tel: 01252 528258

Doc Ref.: BPDR0851

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Tel: 0117 926 3293

Tel: 0171 214 8000

Tel: 0171 422 2000

Tel 01202 299777

Tel 171 369 1350



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0171 892 8485

